

ENGLISH

DeskJet 500 Printer

Software Information Guide



Telephone Customer Support

The following telephone numbers are provided to help you obtain additional information on HP products and services.

For supplies and accessories:

HP Direct Marketing Division (800) 538-8787

For information on HP products and your nearest HP dealer:

HP Customer Information Center (800) 752-0900
(Presales only)

If you need help with printer operation or setup:

HP Personal Peripherals Assist (208) 323-2551
(Monday, Tuesday, Thursday, and Friday 7 am to 5 pm [MST])
(Wednesday 7 am to 4 pm [MST])

For your nearest HP *Authorized* Repair Center:

HP Personal Peripherals Assist (208) 323-2551
(Monday, Tuesday, Thursday, and Friday 7 am to 5 pm [MST])
(Wednesday 7 am to 4 pm [MST])

When you call HP Personal Peripherals Assist, call from a phone next to your computer and DeskJet 500 printer. Assisting you often requires access to your printer and software.

HP DeskJet 500 Printer Software Information Guide



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PACKARD**

**Manual Part No.
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Software Support List

Conventions Used in this Guide

The conventions used in this guide have been established to help you learn to set up your software and printer quickly and easily.

Bold typeface is used to identify a key you should press or a software function you should select. For example: press **Enter** or select **Save**.

Italics typeface is used to identify another manual that you should refer to for more information or to show emphasis. For example: refer to your *DeskJet 500 Printer Owner's Manual*.

Courier typeface identifies something you should type on your computer's keyboard or text shown on the screen. For example: type **HP DESKJET 500**.

A (key) + (key) identifies when two keys should be pressed simultaneously. For example: press **Ctrl+T**. Do not type the + key.

A "Note" identifies an important reminder that you should read before proceeding. For example:



Note

Be sure you have installed your software package before proceeding.

How to Get Additional Software Information

If your software package is not covered in this guide, software information may be available for you through your software vendor or HP FIRST (Hewlett Packard Fax Information Retrieval Support Technology). You must have a touch-tone Group 3 FAX machine to use HP FIRST.

The following types of information are available:

- list of supporting software
- application notes for industry leading software
- information on obtaining printer drivers
- data sheets

To use the HP FIRST system:

1. Use your FAX machine keypad and dial the Hewlett-Packard FAX system phone number 1-208-344-4809.
2. A voice response system will prompt you to enter the code number for the product support information you want.
3. When the HP FIRST system prompts you, press the **START/COPY** (usually green) or the **RECEIVE** button on your FAX machine and hang up the handset. The information will be sent to your FAX machine.

Receiving time will vary, depending on the length of the information and if graphics are included.

Choosing a Printer Driver

This section contains general information for choosing a printer driver. This guide provides specific instructions regarding your software package. If you are unfamiliar with printer drivers, refer to chapter 2, "Using Software with the Printer," in your *DeskJet 500 Printer Owner's Manual* for a description of printer drivers and how they are used with your software and printer.

Which Printer Driver Should I Choose?

A printer driver designed for the **HP DeskJet 500** printer should be your first choice for use with your HP DeskJet 500 printer. It will support the most features of the printer. If an HP DeskJet 500 printer driver is not available, you can use a printer driver designed for the **HP DeskJet PLUS** printer.

Can I Use an Alternate Printer Driver?

If an HP DeskJet 500 or HP DeskJet PLUS printer driver is not available, contact your software vendor for information on the availability of these printer drivers. In the interim, you can use one of the alternate printer drivers below, listed in order of preference, but you will have support for only some features of your HP DeskJet 500 printer.

How Do I Get a Printer Driver?

If the printer driver you choose is not included in your software package, contact the software vendor.

HP DeskJet PLUS and HP DeskJet Printer Driver

A printer driver designed for the HP DeskJet PLUS or HP DeskJet printer will support some of the HP DeskJet 500 printer features.

- To access the HP DeskJet 500 internal fonts Letter Gothic and CG Times, you will need to select a printer driver that supports the HP 22706C Letter Gothic font cartridge (for the Letter Gothic font), or HP 22706R Times Roman Collection, HP 22706D Times Roman, or HP 22706E Times Roman font cartridges (for the CG Times font).
- To print in landscape orientation, you will need to select a printer driver that supports the HP22707K Landscape Upgrade or HP 22707L Landscape Fonts font cartridge.

Microsoft® Windows 3.0

Two printer drivers are available for Microsoft® Windows 3.0. These drivers are described in chapter 7 "Printer Drivers for Microsoft Windows 3.0" of this guide.

Epson FX-80 Printer Driver

A printer driver designed for the Epson FX-80 printer, used with the HP22707F Epson FX-80 Emulation Cartridge, will make the DeskJet 500 printer emulate an Epson FX-80 printer. Your printer will be limited to the features of an Epson FX-80 printer. Refer to chapter 5, "Printer Features," in your *DeskJet 500 Printer Owner's Manual* for more information.

IBM Proprinter Driver

A printer driver designed for the IBM Proprinter, used with the HP22707P DeskJet PLUS Proprinter III Emulation Cartridge, will make the DeskJet 500 printer emulate an IBM Proprinter III. Your printer will be limited to the features of an IBM Proprinter III. For information on programming using the HP22707P cartridge, refer to the booklet that comes with the cartridge, and the *IBM Proprinter III and Proprinter III XL Guide to Operations Manual*.

Troubleshooting

This section contains information to help you solve common printing problems involving software.



What do I do if the first page of my document prints properly, but subsequent pages do not?

Check the following:

- Did you select the correct printer and printer driver in your software package?
- Is the printer you selected (either HP DeskJet 500, HP DeskJet PLUS or HP DeskJet) defined as the default printer in your software package? This may be required in your software package.
- Did you set the proper page length and margins? Page length should be set at 60 lines per inch for most software packages. Margins should be set at 0 for most software packages to avoid extra blank pages.
- Did you turn perforation skip mode off (the printer's default is perforation skip mode on)? Refer to your *DeskJet 500 Printer Owner's Manual* for information on how to disable perforation skip mode.



What do I do if some or all of my document prints with an incorrect font?

Check the following:

- Is the font cartridge firmly seated in the cartridge slot?
Turn the printer off and re-insert the font cartridge, pushing firmly until the cartridge "snaps" into place.
- Are you using the correct printer driver?
- Does your software package support the font you selected?
- Did you select the font correctly in your document?
Refer to your software manual for instructions on how to select fonts in your software package.
- If you are using soft fonts, did you download the correct soft font?
- Are the printer's mode function switches set properly?
Refer to Appendix A "Mode Function Switches" in your *DeskJet 500 Printer Owner's Manual* for a more detailed explanation of mode function switches.



What do I do if the last page of my spreadsheet is not automatically ejecting?

The DeskJet 500 printer will eject a page only when a page is full or a form feed command is received. Some spreadsheet packages do not send a form feed command (for example, Lotus 1-2-3). To eject the last page of your spreadsheet, take the printer offline and press the FF (Form Feed) key on the printer, or embed a page eject command at the end of your spreadsheet.



Are you having other types of problems that the suggestions above do not relate to or resolve?

Try the following:

- Print similar documents. Is the problem related to one document? If so, check the differences in the print settings.
- Re-install the printer driver.
- Use another printer driver, such as an **HP DeskJet PLUS** printer driver or an **HP DeskJet** printer driver.

Refer to your software manual for further information on how to use your software package.

Using DisplayWrite

It is recommended that you upgrade to the most current version of DisplayWrite available. Contact IBM for information on how to upgrade your version of DisplayWrite.

DisplayWrite 2, 3 and 4 (versions 1 and 2)

Two options are offered for DisplayWrite 2, 3 and 4 (versions 1 and 2) for the DeskJet 500 printer through the HP Personal Peripherals Assist Line:

- DeskWrite, a DisplayWrite utility that provides basic feature support of DisplayWrite 2, 3, and 4 (version 1).
- Hewlett-Packard DeskJet Printer Function Table (PFT), which addresses the most commonly used functions of DisplayWrite 4 (versions 1 and 2) only.

To receive DeskWrite or the Hewlett-Packard DeskJet PFT, contact the HP Personal Peripherals Assist (at the number located inside the front cover of this manual). Installation and use instructions will accompany the disks.

DeskWrite and the Hewlett-Packard DeskJet PFT do have limitations. These limitations are summarized on the following page.

DeskWrite Limitations

DeskWrite has the following limitations:

- The appearance of fully justified, proportionally spaced text may be unacceptable. Some font sizes (pitches) produce better looking output than others.
- DeskWrite may conflict with other memory resident programs when left "on."
- HP 22706R, HP 22706T, HP 22706U, HP 22706V, C2109B, C2109C, C2109D, C2109E, HP 22707E (Epson FX-80 Printer Emulation) and HP 22707P (HP DeskJet PLUS IBM Proprinter Printer Emulation) font cartridges are not supported.
- DeskWrite typesstyles do not match the DisplayWrite typestyle matrix. This means that, in general, existing documents must be modified before printing will be acceptable.
- Support of soft fonts is limited.

Hewlett-Packard DeskJet PFT Limitations

The Hewlett-Packard DeskJet PFT has the following limitations:

- Justification, bolding, centering, and underlining of proportionally spaced fonts are *not* supported.
- HP 22707E Epson FX-80 Printer Emulation and HP 22707P HP DeskJet PLUS IBM Proprinter Printer Emulation cartridges are not supported.
- To use the Letter Gothic internal font, select the DESK5.PFT.
- To use the CG Times internal font, select the DESK3.PFT or DESK4.PFT. Your document will print with the character spacing of the HP 22706R Times Roman font cartridge.

DisplayWrite 4 (version 2), 5, 5 Composer, 5/2 and 5/2 Composer

Installation and operation support for DisplayWrite 4 (version 2), 5, 5 Composer, 5/2, and 5/2 Composer is provided by IBM through a toll-free number. IBM will return your call during the hours listed below. The IBM Direct End-User Support Number is 1-800-237-5511.

Follow the guidelines below when using the toll-free number:

- Calls may be placed 24 hours a day, seven days a week. IBM will return your call between 8:00 AM and 6:00 PM (Central Time), Monday through Friday, except on IBM holidays.
- Have your IBM Customer Number available. If you do not have an IBM Customer Number, use one of the following access codes (depending on the DisplayWrite version you are inquiring about):

DALDW42 (for DisplayWrite 4, version 2)

DISPLAY (for DisplayWrite 5)

DISPLAY (for DisplayWrite 5 Composer)

DALDW52 (for DisplayWrite 5/2)

DLDW52C (for DisplayWrite 5/2 Composer)

Using Lotus 1-2-3, version 3.1

The procedures in this chapter use the following terms:

- **Add-ins** are special programs, created by Lotus and other software developers, that you can use with 1-2-3 to extend its capabilities. Add-ins commonly used with 1-2-3 are WYSIWYG and Allways.
- **WYSIWYG** is the "WYSIWYG Publishing and Presentation" add-in included with 1-2-3 that provides additional formatting capabilities for 1-2-3.
- **1-2-3 native mode** is a term used in this guide that describes using 1-2-3 without add-ins to format your spreadsheet. For example, you suppress headers and footers in 1-2-3 native mode, not in WYSIWYG.

This chapter discusses the following topics:

- Installing Your Printer
- Setting Up Printer Default Settings
- Using Fonts
- Printing in Landscape Orientation
- Using Printer Commands
- Suppressing Headers and Footers

Installing Your Printer

Use the Lotus Install program to install your printer:

1. At the DOS prompt, type **LOTUS** and press **Enter**.
2. At the Lotus Access Menu, select **Install** and press **Enter**.
3. Press **Enter** to continue.
4. Select **Change Selected Equipment** and press **Enter**.
5. Select **Modify Current DCF** and press **Enter**.
6. Select **Change Selected Printer** and press **Enter**.
7. Select **HP** and press **Enter**.
8. Select **HP DeskJet** and press **Enter**.
9. Select **No Cartridge** and press **Enter**. HP DeskJet 500 font cartridges are not supported by 1-2-3.

To select the Landscape Cartridge, repeat steps 6 - 8, then select **Landscape Cartridge** and press **Enter**.

10. Select **Return to Menu** and press **Enter**.
11. Select **Save Changes** and press **Enter**.
12. Press **Enter** to accept the path for the printer driver file. You can change the path, if you wish.
13. Insert the 1-2-3 Disk 4 into drive A and press **Enter**. Lotus copies the printer driver information to your printer driver file.
14. Press **Esc** to return to the Change Selected Equipment screen or press **Enter** to generate fonts.

- 15.** Select **End Install Program** and press **Enter**.
- 16.** Select **Yes** to confirm and press **Enter**.
- 17.** Select **123** (to load 1-2-3) or **Exit** (to return to the DOS prompt).

Setting Up Printer Default Settings

After you run the Lotus Install program, you must select your printer default settings. If you will be using WYSIWYG to format your spreadsheet, you need to select printer defaults in both 1-2-3 native mode and in WYSIWYG.

1-2-3 Native Mode

To select printer default settings in 1-2-3 native mode:

- 1.** At the DOS prompt, type **123** and press **Enter**.
- 2.** Select a printer interface:
 - If you are using a parallel printer interface, select **/W** (Worksheet), **G** (Global), **D** (Default), **P** (Printer), **I** (Interface), **1** (Parallel 1).
 - If you are using a serial interface, select **/W** (Worksheet), **G** (Global), **D** (Default), **P** (Printer), **I** (Interface), **2** (Serial 1), and select **8** (9600 Baud). Press **Enter**.
- 3.** Make the following printer default settings:
 - a.** Select **A** (AutoLF). Select **N** (No).
 - b.** Select **L** (Left margin). Type **0** and press **Enter**.
 - c.** Select **R** (Right margin). Type **80** and press **Enter**.
 - d.** Select **T** (Top margin). Type **0** and press **Enter**.
 - e.** Select **B** (Bottom margin). Type **0** and press **Enter**.

- f. Select **P** (Pg-Length). Type **60** and press **Enter**.
 - g. Select **W** (Wait), then **N** (No).
 - h. Select **S** (Setup). Verify that Setup is blank and press **Enter**.
 - i. Select **N** (Name). Verify that **HP DeskJet No Cartridge** is shown. If not, use the arrow keys to highlight the selection. Press **Enter**.
4. Select **Q** (Quit), **U** (Update), **Q** (Quit).

WYSIWYG To select printer defaults in WYSIWYG:

1. Invoke WYSIWYG. If you do not have WYSIWYG setup for autoloading, load WYSIWYG as follows:
 - a. Press **Alt+F10**.
 - b. Select **Load** and press **Enter**.
 - c. Press **Enter** to select WYSIWYG.
 - d. Select a function key to use with WYSIWYG.
 - e. Select **Q** (Quit).
2. Select **:P** (Print), **C** (Configuration).
3. Select **P** (Printer).
4. Use the arrow keys to select **HP DeskJet No Cartridge**. Press **Enter**.



Note

Landscape orientation is only available in 1-2-3 native mode for the HP DeskJet 500 printer. An error message will result if you attempt to print in landscape orientation.

5. Select **I** (Interface).
6. Select the printer interface port you installed in the Lotus Install program.
7. Select **O** (Orientation).
8. Select **P** (Portrait). Landscape orientation cannot be used in WYSIWYG.
9. Select **R** (Resolution).
10. Select either **Final** (300 dpi) or **Draft** (150 dpi).
11. Select **Q** (Quit), **Q** (Quit).

The current HP DeskJet printer driver may cause random blank pages to print in your spreadsheet. To avoid this potential problem, do *one* of the following:

- Adjust the page size in WYSIWYG. Select **:P** (Print), **L** (Layout), **P** (Page Size), **C** (Custom). Press **Enter** to accept the 8.5 inch Paper width. Type **10** for Paper length and press **Enter**. Select **Q** (Quit), **Q** (Quit).
- Adjust the bin selection in WYSIWYG to single sheet. Select **:P** (Print), **C** (Configuration), **B** (Bin). Select **S** (Single Sheet). Select **Q** (Quit), **Q** (Quit).

If you plan to use print compression, select **P** (Print), **L** (Layout), **C** (Compression) and set the default to **A** (Automatic).

Using Fonts

HP DeskJet 500 font cartridges and internal fonts (except Courier) are not supported in 1-2-3 native mode or in WYSIWYG. However, WYSIWYG (as shipped) offers the typefaces Swiss, Dutch, and XSymbol that can be printed on your HP DeskJet 500 printer.

1-2-3 Native Mode Below is a list of the fonts you can print in 1-2-3 native mode:

Lotus Font	DeskJet 500 Font
1 Regular Serif	Courier
2 Bold Serif	Courier Bold
3 Italic Serif	Courier Italic
4 Bold, Italic Serif	Courier Bold/Italic
Fonts 5-8 are the same as fonts 1-4.	



Note

You can also select the HP DeskJet 500 internal Courier and Letter Gothic typefaces using printer commands. Refer to "Using Printer Commands" in this chapter.

To select a font:

1. Select **/F** (Fonts), **R** (Range).
2. Use the above table to select the font you want. Press **Enter**.

3. Select /P (Print), P (Printer), O (Options), A (Advanced), L (Layout). The following selections are available:

Pitch Standard (10 cpi)
 Compressed (20 cpi)
 Expanded (5 cpi)

Line Spacing Standard (6 lpi)
 Compressed (8 lpi)

Orientation Portrait
 Landscape*

* To use landscape orientation, select the HP DeskJet Landscape Cartridge printer driver. Refer to "Installing Your Printer" in this note.

WYSIWYG The fonts available in WYSIWYG depend on whether you generated Basic, Medium, or Extended fonts in the Lotus Install program.



Note

Landscape orientation is only available in 1-2-3 native mode for the DeskJet 500 printer. An error message will result if you attempt to print in landscape orientation.

To select a font in WYSIWYG:

1. Select :F (Format), F (Font).
2. Highlight the font you want and press **Enter**.
3. Use the arrow keys to specify a range you want the font to apply to.
4. Press **Enter**.

Printing in Landscape Orientation

Landscape printing is an internal feature of the HP DeskJet 500 printer and is available in 1-2-3 native mode only. You must have previously installed the **HP DeskJet Landscape Cartridge** printer driver in the Lotus Install program (refer to "Installing Your Printer" in this chapter).

To print a spreadsheet in landscape orientation:

1. Select the HP DeskJet Landscape Cartridge printer driver:
 - a. Select **P** (Print), **P** (Printer), **O** (Options), **A** (Advanced), **D** (Device), **N** (Name).
 - b. Select **HP DeskJet Landscape Cartridge**.
2. Select **/P** (Print), **P** (Printer), **O** (Options), **P** (PgLength) and set your page length to **45**. Press **Enter**.
3. Select **A** (Advanced), **L** (Layout), **O** (Orientation), **L** (Landscape).
4. Select **Q** (Quit), **Q** (Quit), **Q** (Quit).
5. Select **/P** (Print), **P** (Printer), **R** (Range).
6. Set your range and press **Enter**.
7. Select **A** (Align), **G** (Go), **P** (Page), **Q** (Quit). If Page is not specified, the last page of the spreadsheet will not print.

When you print a document in landscape orientation, be sure you change the print orientation back to portrait before attempting to print graphics, or graphics data will be lost.

Using Printer Commands

Printer commands (setup strings) can be placed in the setup string area in 1-2-3 native mode by selecting /P (Print), P (Printer), O (Option), S (Setup), or can be embedded in your spreadsheet. Embedded printer commands allow you to change the format for portions of your spreadsheet.



Note

Because the printer driver controls font selection, using certain printer commands in the Printer/Setup area can give unexpected results. Printer commands embedded in the Printer/Setup area should be avoided for the following characteristics: orientation, character sets, spacing, (fixed or proportional), pitch, point size, style, stroke weight, typeface, and line spacing.

Any previous sprinter commands are still in effect when you use 1-2-3. To avoid any conflicts, include the printer reset command \027E at the beginning of your printer command.



Note

The printer reset command should not be used with 1-2-3 macros or when printing multiple ranges. This command can cause 1-2-3 to "time-out," resulting in a "Printer Error" message.

1-2-3 requires that embedded printer commands be placed in the left most column of a blank row. Thus, an embedded printer command requires one row to initiate the command, and one row to terminate the command. These rows will not be printed.

To embed a printer command, precede the command with two vertical bars. Press **Shift** and the **** (Backslash) key. After entering the command into its cell, your screen will show only one vertical bar, but the cell will contain two.

Suppressing Headers and Footers

You can suppress a header and footer (1-2-3 native mode) in a spreadsheet, provided there is no text in the header or footer. If not suppressed, 1-2-3 will print a header and footer, each containing three blank lines (one line for text and two blank lines for spacing). This is in addition to any margins you set and the HP DeskJet 500 printer perforation skip zone, if perforation skip mode is turned on. These additional lines may cause improper pagination and large gaps between lines.

To suppress a header and footer:

1. Select /P (Print), P (Printer), O (Options), O (Other), B (Blank-Header).
2. Select S (Suppress). Page breaks and margins are not changed by the Suppress selection.
3. Select Q (Quit), Q (Quit).

Using Lotus 1-2-3, versions 2.01 and 2.2, with Allways

This chapter discusses using fonts and formatting your spreadsheet with Allways, 1-2-3 (versions 2.01 and 2.2) and your HP Deskjet 500 printer. Allways is included with 1-2-3, version 2.2, but must be purchased separately for version 2.01. Refer to chapter 6 "Using Lotus 1-2-3, versions 2.01 and 2.2, Native Mode" to format your spreadsheet without Allways, to use PrintGraph, landscape printing, and printer commands.



Note

Landscape printing is not supported by Allways. You must use 1-2-3 native mode to print in landscape.

Before You Begin

The procedures in this chapter use the following terms:

- **Add-ins** are special programs, created by Lotus and other software developers, that you can use with 1-2-3 to extend its capabilities. Add-ins commonly used with 1-2-3 are Allways and Impress.
- **1-2-3 native mode** is a term used in this guide that describes using 1-2-3 without add-ins to format your spreadsheet. For example, you select unformatted printing in 1-2-3 native mode, not in Allways.

Getting a Printer Driver

- Version 2.2: An HP DeskJet 500 printer driver is available. To receive the printer driver, contact one of the following:
 - Lotus Development Corporation at 1-800-345-1043. Ask for the Order's Desk.
 - The HP FIRST system. Refer to "How to Get Additional Software Information" at the beginning of this guide for instructions on using HP FIRST.
- Version 2.01: Use the HP DeskJet printer driver (included in Allways) and the instructions in this guide. Contact Lotus Development Corporation if you have any questions about font support.

Selecting Your Printer

When you receive the printer driver for 1-2-3, version 2.2, copy the files into your Allways subdirectory. At the DOS prompt, type:

```
COPY A:\ALLWAYS\HPDJ500.* C:\123\ALLWAYS
```

If you installed Allways in a subdirectory other than C:\123\ALLWAYS, specify that subdirectory.

Select your printer in Allways:

- 1. Select /P (Print).**
- 2. Select C (Configuration).**
- 3. Select P (Printer).**
- 4. Select a printer driver.**
 - Version 2.2: select **HP DeskJet 500**.
 - Version 2.01: select **HP DeskJet**.
- 5. Select I (Interface) and choose the appropriate port.**
Press **Enter**.
- 6. Select C (Cartridge) to choose your regular (default) font.**
 - Version 2.2: your HP DeskJet 500 internal fonts are automatically available in the Format Font menu. You do not need to select them now.
 - Version 2.01: select the HP 22706C (Letter Gothic), HP 22706E or HP 22706P (CG Times) for the internal font you want.
- 7. When you are done, select Q (Quit).**

Formatting Your Spreadsheet

After you select your printer, you should select default settings for page length and margins in Allways that will be the default for your spreadsheets. To get the most text on the page, set your margins at 0 (zero).

Your HP DeskJet 500 printer has a Perforation Skip mode setting and a built-in three line unprintable region on the bottom of each page that may affect your spreadsheet.

Perforation skip adds three additional blank lines at the top of the page. If you do not want these additional blank lines, place function switch A8 in the UP position to change the printer's page length to 63 lines.

For more information about Perforation Skip and unprintable regions, refer to Chapter 5, "Printer Features," and "Appendix C" in your *HP DeskJet 500 Printer Owner's Manual*.

Using Fonts

Allways and your HP DeskJet 500 printer provide a wide selection of fonts to enhance your spreadsheet. In addition to your HP DeskJet 500 internal and cartridge fonts, you can use the Triumvirate and Times fonts that come with Allways.



Note

An HP DeskJet 500 printer driver is not available for version 2.01; therefore, you must use printer commands to access the internal Courier and Letter Gothic fonts. You must also select the HP 22706E or HP 22706P font cartridge to access the CG Times font.

To replace the fonts in the Allways default font set:

1. Select /F (Format), F (Fonts).
2. Highlight the font you want to replace.
3. Select R (Replace).
4. Highlight the font you want to use and press Enter.
5. Select a point/pitch and press Enter.
6. Repeat steps 2 and 5 for each font you want to replace.
7. When you are done, select Q (Quit).

To select fonts in your spreadsheet:

1. Select /F (Format), F (Fonts).
2. Highlight the font you want to use and press Enter.
3. Select the range (if you have not already done so) and press Enter.

Using Lotus 1-2-3, version 2.01 and 2.2 Native Mode

If you use Allways to select fonts and format your spreadsheet, use the instructions in chapter 5, "Using Lotus 1-2-3, version 2.01 and 2.2 with Allways," in this guide.

Before You Begin

The procedures in this chapter use the following terms:

- **Add-ins** are special programs, created by Lotus and other software developers, that you can use with 1-2-3 to extend its capabilities. Add-ins commonly used with 1-2-3 are Allways and Impress.
 - **1-2-3 native mode** is a term used in this guide that describes using 1-2-3 without add-ins to format your spreadsheet. For example, you select unformatted printing in 1-2-3 native mode, not in Allways.
-

Getting a Printer Driver

- **Version 2.2:** Use either the **HP DeskJet and DeskJet PLUS Portrait** or **HP DeskJet PLUS Landscape** printer driver, included in 1-2-3, and the instructions in this note.
- **Version 2.01:** Use the **2276A DeskJet** printer driver and the instructions in this note. This printer driver is not shipped with version 2.01. To receive the HP DeskJet printer driver, contact the HP Personal Peripherals Assist Line at 1-208-323-2551.

Installing Your Printer

The procedures for installing your printer in 1-2-3 are different for versions 2.01 and 2.2. Follow the procedures below for the version of 1-2-3 you are using.

Version 2.2 To install your printer:

1. At the DOS prompt, type **LOTUS** to start the Lotus program.
2. Select **Install** and press **Enter**. Read the instructions on the screen and press **Enter**.
3. At the main menu, select **Change Selected Equipment** and press **Enter**.
4. Select a text and graphics printer:
 - a. Select **Text Printers** and press **Enter**.
 - b. Select **HP** and press **Enter**.
 - c. Select **DeskJet** and **DeskJet PLUS Portrait** and press **Enter**.
 - d. Select **Text Printer** and press **Enter**.
 - e. Select **HP** and press **Enter**.
 - f. Select **DeskJet PLUS Landscape** and press **Enter**.
 - g. Select **Graphics Printers** and press **Enter**.
 - h. Select **HP** and press **Enter**.
 - i. Select **DeskJet** and press **Enter**.
5. Select **Return to Menu** and press **Enter**.
6. Select **Save Changes** and press **Enter**.

7. Press **Enter** twice. Select **Yes** and press **Enter** to exit the Install program.

Go to "Selecting Your Printer Defaults" in this note to select the default settings for your printer.

Version 2.01

Before you can install your printer, you must have a copy of the printer drivers you received from Hewlett-Packard in your 1-2-3 subdirectory. Copy the printer drivers from the Printer Driver Disk to your 1-2-3 subdirectory. At the DOS prompt, type:

```
COPY A:\LOTUS\*.DRV C:\123
```

If you installed 1-2-3 in a subdirectory other than C:\123, specify that subdirectory.

To install your printer:

1. At the DOS prompt, type **LOTUS** to start the Lotus program.
2. Select **Install** and press **Enter**. Read the instructions on the screen and press **Enter**.
3. Select **Advanced Options** and press **Enter**.
4. Select **Add New Drivers to Library** and press **Enter**.

If you are using a two-diskette system, insert the disk you previously copied the printer drivers to and press **Enter**. After the disk has been read, you will be prompted to insert the Install/Library disk.



Note

Do not insert the Install/Library disk. Instead, leave your disk in the disk drive.

5. Press **Enter** two more times until you return to the Advanced Options screen.
6. Select **Modify Current Driver Set** and press **Enter**.
7. Select a text and graphics printer:
 - a. Select **Text Printer** and press **Enter**.
 - b. Select **HP** and press **Enter**.
 - c. Select **2276A DeskJet** and press **Enter**.
 - d. Select **Graph Printer** and press **Enter**.
 - e. Select **HP** and press **Enter**.
 - f. Select **DeskJet** and press **Enter**.
8. Select **Return to Menu** and press **Enter**.
9. Select **Save Changes** and press **Enter**.
10. Read the instructions on the screen.
11. Press **Enter** to accept the default name **123** for your driver set.
12. Press **Enter**, select **Yes**, then press **Enter** again to return to the Lotus main menu.

Go to "Selecting Your Printer Defaults" in this note to select the default settings for your printer.

Selecting Your Printer Defaults

After you select your printer, you must select your printer default settings in 1-2-3. These settings are overridden by changes you make in the Print Printer Options menu.

To select defaults:

1. At the Lotus main menu, select **1-2-3** and press **Enter**.
2. Select a printer interface:
 - For a parallel interface (LPT1), select **/W** (Worksheet), **G** (Global), **D** (Default), **P** (Printer), **I** (Interface), **1**.
 - For a serial interface (COM1), select **/W** (Worksheet), **G**(Global), **D** (Default), **P** (Printer), **I** (Interface), **2**, and select **9600** for Baud.
3. Make the following printer default settings:
 - a. Select **A** (AutoLF). Select **No** and press **Enter**.
 - b. Select **L** (Left margin). Type **0** and press **Enter**.
 - c. Select **R** (Right margin). Type **80** and press **Enter**.
 - d. Select **T** (Top margin). Type **0** and press **Enter**.
 - e. Select **B** (Bottom margin). Type **0** and press **Enter**.
 - f. Select **P** (PageLength). Type **60** and press **Enter**.
 - g. Select **W** (Wait). Select **No** and press **Enter**.
 - h. Select **S** (Setup). Setup should be blank. Press **Enter**.

I. Select N (Name).

- Version 2.2: highlight the number for **HP DeskJet and DeskJet PLUS Portrait** and press Enter.
- Version 2.01: highlight the number for **HP 2276A DeskJet** and press Enter.

4. Select Q (Quit), U (Update), Q (Quit).

Setting Up PrintGraph

To use PrintGraph, select a printer port and graphics density (dpi) for PrintGraph to use:

1. At the Lotus main menu, select **PrintGraph** and press **Enter**.
2. Select a printer interface:
 - For parallel interface (LPT1): choose **S** (Settings), **H** (Hardware), **I** (Interface), **1** (LPT1).
 - For serial interface (COM1): choose **S** (Settings), **H** (Hardware), **I** (Interface), **2**, and **8** (for 9600 Baud).
3. Select **P** (Printer) and choose a print quality:
 - Version 2.2: to select 300 dpi (letter quality), highlight **HP DeskJet PLUS Hi density 300 dpi**. For 150 dpi (draft quality), highlight **HP DeskJet PLUS Lo density 150 dpi**.
 - Version 2.01: to select 300 dpi (letter quality), select **HP DeskJet Hi density 300 dpi**. For 150 dpi (draft quality), select **HP DeskJet Lo density 150 dpi**.
4. Press **Space Bar**, then **Enter**.
5. When you are done, select **Q** (Quit) and **S** (Save).

If you require a custom size graph, you must use PrintGraph's Manual Sizing Option. Refer to your 1-2-3 manual for information on creating custom graphs.

Formatting Your Spreadsheet

Use the Unformatted option when printing spreadsheets that do not contain headers, footers, borders, or page breaks. If you don't make this selection, 1-2-3 will automatically increase the top and bottom margins by three lines (one line for the header or footer, and two lines to separate the header or footer from the spreadsheet). These additional lines may cause improper pagination and large gaps between lines. Refer to your 1-2-3 manual for instructions on selecting the Unformatted option.

Your HP DeskJet 500 printer has a Perforation Skip mode setting and a built-in three line unprintable region on the bottom of the each page that may affect your spreadsheet.

Perforation skip adds three additional blank lines at the top of the page. If you do not want these additional blank lines, place the A8 function switch on your printer in the UP position and set your page length in 1-2-3 to 63.

For further information about Perforation Skip or unprintable regions, refer to Chapter 5, "Printer Features," and "Appendix C" in your *HP DeskJet 500 Printer Owner's Manual*.

Using Fonts

Any of the following HP DeskJet 500 fixed pitch fonts can be used with 1-2-3 in native mode:

- Courier internal font
- Letter Gothic internal font
- HP 22706A Courier
- HP 22706B Prestige Elite
- HP 22706C Letter Gothic
- HP 22706M Presentations

1-2-3 native mode supports the above HP DeskJet 500 fonts through the use of printer commands only. If you are unfamiliar with using 1-2-3 printer commands (setup strings), refer to "Using Printer Commands" in this note, your 1-2-3 manual and your *HP DeskJet 500 Printer Owner's Manual* before using printer commands.

There are several ways to select fonts using printer commands:

- To select a font that 1-2-3 will use every time: select /W (Worksheet), G (Global), D (Default), P (Printer), S (Setup), and type a printer command for the font you want to use. Save your changes when you exit 1-2-3.
- To temporarily override a font selection: select /P (Print), P (Printer), O (Options), S (Setup) and type a printer command for the font you want to use.
- To change a font within your spreadsheet, embed the printer command in the spreadsheet.

Remember the following when using fonts:

- To print a font from one of the supported font cartridges, you must have the font cartridge installed in your printer.
- Proportionally spaced fonts (such as CG Times) are not supported by 1-2-3 native mode. If used, your spreadsheet will contain improperly aligned columns.
- Margin settings may have to be changed to correspond to the pitch you are using.

Printing In Landscape Orientation

Your HP DeskJet 500 printer defaults to the internal Courier font for printing in landscape orientation. To use the Letter Gothic font in landscape orientation, install the HP 22707L Landscape Fonts cartridge in your printer and use a printer command to select the font.

To print a spreadsheet in landscape orientation:

1. Select /W (Worksheet), G (Global), D (Default), N (Name).
2. Select the name for the version of 1-2-3 you are using.
 - Version 2.2: select **HP DeskJet PLUS Landscape**.
 - Version 2.01: select **HP 2276A DeskJet**.
3. Select /P (Print), P (Printer), O (Options), P (PageLength) and set your page length to 45.



Note

If you turn your printer's perforation skip OFF, then you should set your page length to 48. To turn perforation skip OFF, place the A8 function switch on your printer in the UP position. Refer to your *HP DeskJet 500 Printer Owner's Manual* for more information on perforation skip.

4. Set the appropriate margins to accommodate your text.
5. Version 2.01 only:
 - a. Select S (Setup), enter the printer command \027 & /10 for landscape orientation, and press **Enter**. To use additional features, such as bold or pitch, refer to your *HP DeskJet 500 Printer Owner's Manual* for printer command information.
 - b. Select Q (Quit).

6. Select R (Range). Set your range and press **Enter**.

7. Select A (Align), G (Go), P (Page), Q (Quit). Page must be specified for the last page of the spreadsheet to print.

When you are done printing a document in landscape orientation, press the **RESET** button on your printer to change the printing orientation back to portrait before attempting to print graphics; otherwise, graphics data will be lost.

Using Printer Commands

You may need to embed printer commands (referred to by 1-2-3 as setup strings) in your spreadsheet for certain situations. For example:

- to select a different character set
- to select printer features not directly supported by 1-2-3

1-2-3 requires that printer commands embedded in your spreadsheet be placed in the leftmost column of a blank row of the print range. Thus, an embedded printer command requires one row to initiate the command, and one row to terminate the command. The blank rows containing the embedded printer command will not print.

Be aware that any previous printer commands are still in effect when you use 1-2-3. To avoid any conflicts, include the printer reset command `\027E` at the beginning of the print range (or the printer will eject the sheet) when embedding printer commands.



Note

The printer reset command `\027E` should not be used with 1-2-3 macros or when printing multiple ranges. This command can cause 1-2-3 to "time-out," resulting in a "Printer Error" message.

To embed a printer command in your spreadsheet, precede the command with two vertical bars (| |). Press **Shift** and **** (Backslash) key. After entering the command into its cell, your screen will show only one vertical bar, but the cell will contain two.

Using Microsoft Windows 3.0

Two printer drivers are available for the HP DeskJet 500 printer:

- **HP DeskJet Family printer driver with font cartridge support.** This printer driver is included with the Microsoft® Windows 3.0 software. You can select the HP DeskJet Family printer driver from the Windows 3.0 Control Panel. See "Using the HP DeskJet Family Printer Driver" section in this chapter for specific step-by-step instructions.
- **HP DeskJet 500 Scalable printer driver for Microsoft Windows 3.0, with Intellifont® scalable typefaces.** This printer driver is included in your HP DeskJet 500 printer box.

Updates to the HP DeskJet Family printer driver have been made since the original release of Microsoft Windows 3.0. To receive the most current version of the HP DeskJet Family printer driver, contact one of the following:

- Microsoft at 1-206-454-2030.
- The HP FIRST system. Refer to "How to Get Additional Software Information," immediately following the Table of Contents in this guide.

Refer to the appropriate section in this chapter to install the printer driver you want to use.

Why Two Different Printer Drivers?

Each of the HP DeskJet 500 printer drivers for Microsoft Windows 3.0 provide support for a different type of font, either bitmapped or scalable. Bitmapped fonts are not fixed in size. Scalable fonts can be reduced or enlarged to a wide range of point sizes (for a discussion of bit-mapped and scalable fonts, see chapter 3, "Using Fonts," of the *DeskJet 500 Printer Owner's Manual*).

The **HP DeskJet Family** printer driver with font cartridge support offers the following features:

- supports the HP DeskJet 500 internal bitmapped fonts, font cartridges and soft fonts up to 30 points
- supports HP DeskJet, DeskJet PLUS, and DeskJet 500 printer models



Note

The **HP DeskJet Family** printer driver does *not* support internal landscape fonts. For high quality text printing in landscape mode, you must use the HP DeskJet 500 Scalable printer driver.

The **HP DeskJet 500 Scalable** printer driver for Microsoft Windows 3.0 offers the following features:

- the ability to scale printer fonts from 4 to 127 points
- support for high quality text and graphics in portrait and landscape orientation
- matching screen and printer fonts for true WYSIWYG (What You See Is What You Get)

The HP DeskJet 500 Scalable printer driver for Microsoft Windows 3.0 includes three Intellifont scalable typefaces from the HP MasterType Library: CG Times, Courier, and Univers. It can also be used with additional MasterType Library scalable typefaces.

The HP DeskJet 500 Scalable Printer Driver for Microsoft Windows 3.0 does not support DeskJet, DeskJet PLUS, or DeskJet 500 font cartridges or soft fonts.

**Can I Install and Use
Both Drivers at the
Same Time?**

You can install both the HP DeskJet Family printer driver and the HP DeskJet 500 Scalable printer driver through Windows 3.0 at the same time. Remember that an early version of the DeskJet Family printer driver is already included with your Microsoft Windows software. Both drivers can also be assigned to the same port (i.e. LPT1). However, the printer drivers cannot be active at the same time. Windows permits only one active printer driver per port.

The next sections in this chapter describe how to use the DeskJet Family and DeskJet 500 Scalable printer drivers. Step-by-step instructions for switching between the two drivers follow those sections.

Using the HP DeskJet Family Printer Driver

To select the HP DeskJet Family printer driver:

1. Double click the **Control Panel** icon from the Main Group window.
2. Double click the **Printers** icon from the Control Panel window.

If you have an HP DeskJet Family printer driver installed, remove it before installing the new one. Click on **HP DeskJet Family**, then click on **Configure, Remove, OK**.

3. If you have another printer installed, click the **Add Printer** button to add your printer. If not, go to the next step.
4. Scroll through the printers in the List of Printers box until **HP DeskJet Family** appears.
5. Click **HP DeskJet Family** to select the printer.
6. Click the **Install** button.
7. Insert the disk in your computer's external disk drive and click **OK**. Windows copies the file to the Windows directory.
8. Click **HP DeskJet Family on LPT1, Active**.

If you have another printer selected, click on **HP DeskJet Family on None, Inactive**.
9. Click the **Configure** button.
10. Choose a port. Click the **Setup** button.
11. Click the down arrow in the Printer drop-down list box to display the list of HP DeskJet Family printers.

- 12.** Click **HP DeskJet 500**.
- 13.** Verify that Orientation is set to **Portrait**.
- 14.** To select font cartridges at this time, click the font cartridge you want to use from the Font Cartridges drop-down list box (you can select up to two fonts at one time).
- 15.** Click **OK** until you return to the Printers dialog box.
- 16.** To make your HP DeskJet 500 printer the active printer, click the **HP DeskJet Family** printer, then click **Active** in the Status list box.
- 17.** Click **OK** to return to the Control Panel window.
- 18.** Double click on the Hyphen icon to close the Control Panel window.

Using the HP DeskJet 500 Scalable Printer Driver

The instructions in this section will get you started using Microsoft Windows with your HP DeskJet 500 printer and the HP DeskJet 500 Scalable printer driver.

To use your HP DeskJet 500 Scalable Printer Driver for Microsoft Windows 3.0, you will need to perform these tasks through the Windows 3.0 Control Panel:

- install the driver and its support files on your hard disk
- select printer settings
- install printer fonts
- create screen fonts (optional)
- activate your printer

Installing the HP DeskJet 500 Scalable Printer Driver

To install the printer driver:

1. Start Windows 3.0.
2. Double click the **Control Panel** icon in the Main group window.
3. Double click the **Printers** icon.
4. Click the **Add Printer** button, then scroll through the printers in the List of Printers box until **Unlisted Printer** appears.

If you have no other printers installed on your system, scroll through the List of Printers box until Unlisted Printer appears. Unlisted Printer is at the end of the list.

5. Double click **Unlisted Printer**.
6. Insert the HP DeskJet 500 Scalable Printer Driver disk into your computer's flexible disk drive.
7. Double click your computer's flexible disk drive ([a-], for example) in the Directories list box on the right.
8. Double click **dj500.drv** in the Driver Files list box on the left.
9. Click **OK** to close the Printers dialog box.

IMPORTANT!

10. Close the Control Panel, returning to the Main Group window.

At this point, the driver and its accompanying support files have been installed on your system. Continue with Selecting Printer Settings, in the next section.

Selecting Printer Settings

To select printer settings:

1. Double click the **Control Panel** icon in the Main Group window.
2. Double click the **Printers** icon.
3. Click **HP DeskJet 500 Scalable** on **None, Inactive**, or **HP DeskJet 500 Scalable on . . . , Active**.
4. Click the **Configure** button.
5. Click **LPT1** or **COM1** in the Ports list box on the left to select the port to which you connected your printer when you set it up.

LPT ports are parallel ports. COM ports are serial ports. If no other printers are installed on your system, you will probably want to select LPT1.

6. Click the **Setup** button.
7. Select **HP DeskJet 500**, and the paper size, resolution, and orientation, as desired.

Click down arrow on the drop down list box for a list of the options for each setting. Click the **Help** button for more information on selecting printer settings.

Once you have selected your printer settings, continue with **Installing Printer Fonts**, in the next section.

Installing Printer Fonts To install printer fonts:

- 1.** Click the **Printer Fonts** button.
- 2.** Specify the directory in which to store your driver's configuration files and font files, either by using the default directory (C:\TD\TYPE), or by typing an alternative drive/directory.
- 3.** Click **OK**.
- 4.** Click **OK** to confirm the drive/directory in which to store your driver's configuration files and font files.
- 5.** Click the **Install Fonts** button.
- 6.** If you are using a 3.5 in. flexible disk drive, insert the HP DeskJet 500 Scalable Fonts disk into your computer's flexible disk drive and type the name of that drive in the **Install Fonts: Source Directory** dialog box.

If you are using a 5.25 in. flexible disk drive, the printer fonts are contained on the HP DeskJet 500 Scalable Printer Driver disk already in the flexible disk drive.

- 7.** Click **OK**.
- 8.** Specify the directory in which to store fonts either by using the default directory (for example, C:\TD\TYPE), or by typing an alternative drive/directory in which to store your fonts.
 - a.** If you typed in a directory other than the default directory (C:\TD\TYPE), your PC will create that directory or verify that it already exists.
 - b.** Once it does, a message appears that no printer fonts have been installed. You must then click the **Install Fonts** button again.

9. Click OK.

The CG Times, Courier, and Univers printer fonts will appear in the Printer Fonts From: list box on the left.

10. Select the fonts you wish to install from the Printer Fonts From: list box on the left.

You may select all or some of the source fonts by pressing and holding the Ctrl key while clicking on the name of each font you wish to install.

11. Click the >>Copy>> button.

For first time installation, this process may take several minutes. When this is complete, the list of fonts you just installed will appear in the Installed Printer Fonts list box on the right.

12. Click OK to close the Install Printer Fonts dialog box.

At this point, you may wish to create screen fonts for the printer fonts you just installed. If so, continue with Creating Screen Fonts, below. Otherwise, continue with Activating Your Printer in the next section.

Creating Screen Fonts

Creating screen fonts allows you to see fonts on your screen that match the fonts on your documents for true WYSIWYG (What You See Is What You Get). You create these bitmap screen fonts from the scalable printer fonts you installed. Creating screen fonts is optional; you will be able to use the scalable printer fonts whether screen fonts exist or not.

1. Click the Screen Fonts button.

2. Select the printer fonts for which you wish to make screen fonts from the Installed Printer Font(s) list box on the left.

You may select more than one printer font by pressing and holding the **Ctrl** key while clicking the name of each printer font for which you wish to create screen fonts.

3. Click the >>Create>> button.

The screen fonts will be created in the following standard point sizes: 8, 10, 12, 14, 18, and 24. You may add or delete sizes for a screen font by selecting the font from the **Installed Screen Font(s)** list box and clicking the **Edit Sizes** button. Click the **Help** button for more information on editing screen fonts.

4. Click OK to close the Create Screen Fonts dialog box.

Activating Your Printer

Before you may use your printer, you must activate it:

- 1. Click OK to close the HP DeskJet 500 Scalable on . . . dialog box.**
- 2. Click OK to close the Printers Configure dialog box.**
- 3. Click Active in the Status box in the Printers dialog box.**
- 4. Double click HP DeskJet 500 Scalable on . . . to make it your default printer.**
- 5. Click OK to close the Printers dialog box.**
- 6. Close the Control Panel to return to the Main group window.**
- 7. Remove the disk from your flexible disk drive and store it in a safe place.**

Your HP DeskJet 500 Scalable Printer Driver for Windows 3.0 is now installed and set up for use. Additional information on using the HP DeskJet 500 Scalable Printer Driver can be found by clicking the **Help** buttons in the printer setup dialog boxes. Also, check your disk(s) for README.TXT files. These files contain late-breaking information and may be read using the Windows 3.0 Notepad accessory.

Switching Between Printer Drivers

Once the drivers are installed, switching between printer drivers is simple:

1. Double click the **Control Panel** icon from the Main Group window.
2. Double click the **Printers** icon from the Control Panel window.
3. Click the printer driver you wish to choose from the Installed Printers box.
4. Click the **Active** button in the Status box.

If another printer driver had been assigned to the port, that printer driver will automatically be switched to inactive.

Printing Text in Landscape Orientation

Landscape Printing is available as follows:

- The **HP DeskJet 500 Scalable printer driver** supports high quality printing of graphics and text in landscape orientation.
- The **HP DeskJet Family printer driver** supports landscape printing of *text* only, and only for Microsoft Windows screen character fonts Roman or Modern, at 72 dpi (dots per inch).

HP DeskJet Family font cartridges, internal fonts, and landscape font cartridges cannot be used in landscape orientation, and if selected, Microsoft Windows will default to one of the above character fonts.



Note

You must select 300 dpi for some software applications when you setup your printer or you will not be able to print in landscape orientation.

Problem Solving

If you have problems during or after the installation of the HP DeskJet 500 Scalable Printer Driver for Microsoft® Windows 3.0, try closing the Control Panel and remove the disk from your flexible disk drive. Open the Control Panel, reinsert the disk, and continue from where you left off.

If you still need help, call HP Personal Peripheral Assist at (208) 323-2551.

Scalable Driver Printing Performance Problems

Printing with the HP DeskJet 500 Scalable Printer Driver for Microsoft® Windows 3.0 requires the use of memory. If you are running a large number of applications when running in Windows Standard or Enhanced mode, you may experience memory problems that can slow or even halt printing. When trying to print in Real Mode, you may receive error messages such as "Not enough memory to print" or "Characters missing," indicating memory problems. Techniques for improving the printer's performance require making more memory available for the printer:

1. Exit all applications and Windows. Restart Windows and the applications that you need.
2. Try printing once more. The application may be able to free additional memory for the second print request.

For expanded memory configurations only:

3. If the above steps are unsuccessful, try turning off the expanded memory. Be careful, though. Although this may improve print performance, it can have a negative effect on application performance.

Using Microsoft Windows 2.x

This chapter applies to the following versions of Windows 2.x:

- Microsoft Windows, version 2.1, 2.11
- run-time versions of Windows (2.x)



Note

If you are using a run-time version of Windows (2.x), the instructions for selecting your printer driver are the same as described in this chapter. Refer to your software manual to determine how to run the Control Panel.

If an **HP DeskJet Family** printer driver is not included in your Windows package, contact Microsoft at 1-206-882-8088 or the HP Personal Peripherals Assist Line (phone number and hours are located inside the front cover of this manual).

To use the HP DeskJet Family printer driver, you will need to perform these tasks through the Windows Control Panel:

- install the printer driver
- select printer settings and fonts

Installing the Printer Driver

To install the printer driver:

1. Start Microsoft Windows, or your Windows application if you are using a run-time version of Windows.
2. Click **CONTROL.EXE** (the control panel), located in the Windows or WIN386 subdirectory.
3. Click **Installation**, then click **Add New Printer**.
4. Enter the drive and directory where your printer driver is located.
5. Click **OK**.
6. Select **HP DeskJet Family**.
7. Click **ADD**.
8. Click **Yes** to copy the drivers to the selected directory.
9. Click **Setup** from the Control Panel window.
10. Click **Connections**.
11. Click on **HP DeskJet Family on None**.

If another printer is currently assigned to LPT1 (or the port you want to use), you must first change the port setting for that printer to **None** before selecting the HP DeskJet Family printer.
12. Select the printer port to which your printer is connected and click **OK**.
13. Go to "Selecting Printer Settings" in this chapter to complete the installation of your printer driver.

Selecting Printer Settings and Fonts

When choosing a font, be sure you are selecting printer fonts; otherwise, Microsoft Windows stroke or raster fonts will be used. Soft fonts are not directly supported by Microsoft Windows.

To select printer settings and fonts:

1. Click **Setup** from the control panel.
2. Click **Printer**.
3. Click **HP DeskJet Family** from the Printer list box and click **OK**.
4. Select the paper size, orientation (portrait only), graphics resolution and paper source desired. For graphics resolution, we suggest you use 300 dpi to print graphics (some applications require that you use 300 dpi). This will achieve the highest quality output.
5. Select the **HP DeskJet PLUS** printer from the Printer list box. This selection will support your HP DeskJet 500 printer.
6. Click the fonts you want from the Font Cartridges list box (you can select up to two).

To use the CG Times internal font, select the HP 22706R font cartridge (use only the 8 and 12 point sizes). To use the Letter Gothic internal font, select the HP 22706C font cartridge.



Note

To select two fonts, click on the first font, then press and hold the **Shift** key while you click on the second font. Both fonts should be highlighted.

Using Microsoft Word, version 5.5

This chapter on using Microsoft Word, version 5.5, with your HP DeskJet 500 printer covers the following topics:

- Installing Your Printer and Fonts
- Using Fonts
- Printing in Landscape Orientation
- Printing Envelopes

A Word About Microsoft Works, version 2.0

Microsoft Works, version 2.0, uses the same printer driver as Microsoft Word, version 5.0. To receive this printer driver, contact Microsoft at 1-206-882-8088 or use the HP FIRST system (refer to "How to Get Additional Software Information" at the beginning of this guide). Use the Works Setup program to select your printer. Choose the **DeskJet 500** printer. Refer to your *Microsoft Works Manual* for further information on using the Setup program or other features of Microsoft Works.

Installing Your Printer and Fonts

These procedures assume you have already installed Microsoft Word. Use the Setup program to install your printer and fonts:

1. Insert the Word Setup disk in disk drive A.
2. At the DOS prompt in your Word 5.5 subdirectory, type **A:** and press **Enter**.
3. Type **SETUP** and press **Enter**.
4. At the Setup welcome screen, press **Enter**.

5. At the Word Setup screen, press **Enter**.
6. Use your arrow keys to highlight the disk where Word is located and press **Enter**.
7. Use your arrow keys to highlight **Modify an existing version of Word** and press **Enter**.
8. Use your arrow keys to highlight the drive where Word is located and press **Enter**.
9. Press **Enter** to accept the path where Word is located or enter a different one.
10. Use your arrow keys to highlight **Install a printer driver** and press **Enter**. A list of printers is displayed.
11. Press **PgDn** until **HP DeskJet 500** is displayed.
12. Use your arrow keys to highlight **HP DeskJet 500** and press **Enter**. The following font selections are available:
 - Internal fonts, no cartridges**
 - Cartridges A B C D E F G H J and download font set 8A**
 - Cartridges M P Q and download font set 8A**
 - Cartridges R T U V and download font sets 8C, 8D**
 - Cartridges 9B 9C 9D 9E W1 and W2**
 - Internal fonts and cartridges (landscape)**
13. Select the fonts you want to use.



Note

Each selection supports the DeskJet 500 internal fonts. If you will be using font cartridges, do not select **Internal fonts and no cartridges**. This selection will override any font cartridge selection you have made.

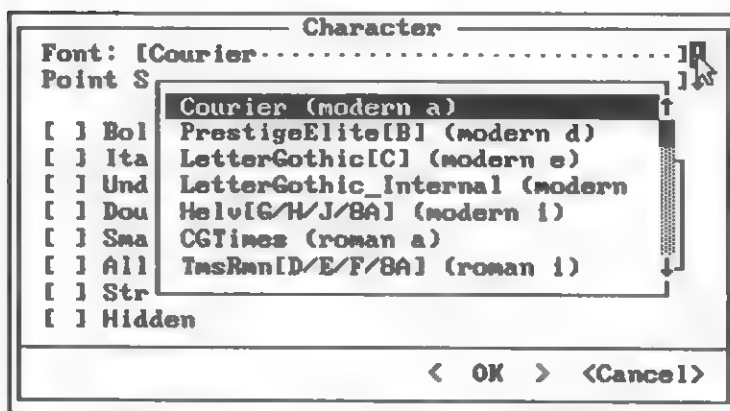
- 14.** When you are done selecting fonts, use your arrow keys to highlight **Continue with Setup** and press **Enter**.
- 15.** Use your arrow keys to highlight the port where your printer is connected and press **Enter**.
- 16.** Use your arrow keys to highlight **Continue with Setup** and press **Enter**.
- 17.** Use your arrow keys to highlight **Complete Setup and modify Word** and press **Enter**.
- 18.** When the computer beeps, insert the requested printer disk and press **Enter**. Setup copies the printer and font files to your Word subdirectory.
- 19.** When Setup is done copying the files, the Word Setup screen is displayed.
- 20.** Press **Enter** to exit Setup.

Using Fonts

Before you can select fonts, you must have the font installed in Microsoft Word. Follow the instructions in "Installing Your Printer and Fonts" at the beginning of this chapter to install fonts.

To select a font in your document:

1. Highlight the text you want to change.
2. Select **Format**, then **Character**. Font options are displayed.
3. In the Font field, click the arrow with the left mouse button to display a drop-down list of fonts installed.



4. Highlight the font you want and click on it to select.
5. In the Point Size field, click the arrow with the left mouse button to display a drop-down list of Microsoft Word point sizes.
6. Select the point size you want.
7. When you are done, select <OK>.

Printing in Landscape Orientation

Landscape printing is an internal feature of the HP DeskJet 500 printer. Graphics cannot be mixed with text in landscape orientation.

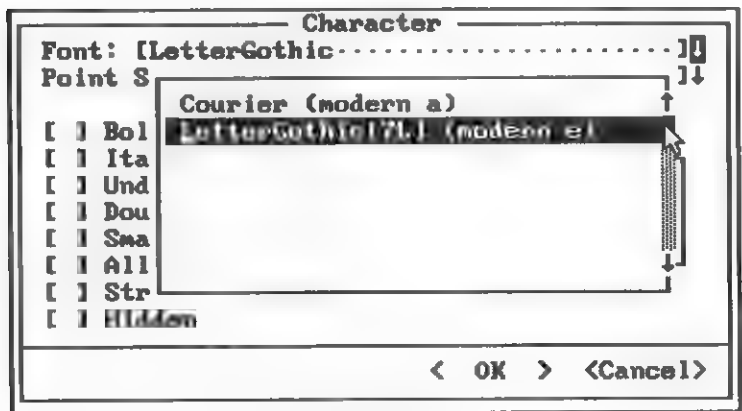
To print in landscape orientation:

1. Select **Format**, then **Margins**.
2. Set your page width to 11" and page height to 8.5".
3. Select **<OK>**.

If you want to use the Letter Gothic landscape font, you must install the **HP 22707L Landscape cartridge** in the Word Setup program (follow the instructions in "Installing Your Printer and Fonts" earlier in this chapter).

To select the Letter Gothic landscape font:

1. Select on **Format**, then **Character**.
2. In the Font field, click the arrow to display the drop-down list of fonts installed. Select **Letter Gothic [7L]**.



3. Select **<OK>**.

Printing Envelopes

Only No. 10 (USA) envelopes are supported by your HP DeskJet 500 printer. The steps below are for printing on No. 10 envelopes with pre-printed return addresses. You may want to review envelope loading procedures in your *HP DeskJet 500 Printer Owner's Manual* before proceeding.

To print envelopes:

1. Enter the addresses as you normally would. If you enter more than one address, separate each address with a page break. To do this, press **Shift+Ctrl+Enter**. The page break will appear as a row of periods on your screen.
2. Press **Shift+F10** to select your document.
3. Select **Format**, then **Margins**.
4. Enter the suggested settings shown in the dialog box below.

5. Select **<OK>**.
6. While the document is still highlighted, select **Format**, then **Character**.

7. Select the font name and point size you wish to use.
8. Select <OK>.
9. Select File.
10. Select Print.
11. In the Paper Feed field, click the down arrow to display the drop-down list of paper feed options, as shown below.

The screenshot shows the HP DeskJet 500 printer control panel. At the top, it says "DeskJet 500 on LPT1:" and "Print (HPDJLAND.PRD)". Below this, there are several fields: "Print: [Document.....]↓", "Copies: [1.....]", and "Paper Feed: [Envelope.....]". A drop-down menu is open from the "Paper Feed" field, showing three options: "Continuous ↑", "Bin 1", and "Envelope" (which is highlighted with a mouse cursor). To the right of the "Paper Feed" field, there is a box labeled "Is" with two options: "(•) Printer" and "() File: [.....]". Below the "Paper Feed" field, there is a "Page Range:" field and a "Pages: [.....]" field. At the bottom, there are three buttons: "<Printer Set", "ns...>", and "< OK > <Cancel>".

12. Select Envelope.
13. Select <OK>.
14. Remove the paper from the printer.
15. Load the envelope according to the instructions in your *HP DeskJet 500 Printer Owner's Manual* and press the printer's ONLINE button. If you are printing more than one envelope, wait until the Online light flashes again, load the envelope and press the Online button again.
16. When you have finished, select File, Print, and set the Paper Feed option back to Continuous.

Using MultiMate, version 4.0

This chapter on using MultiMate, version 4.0, with your HP DeskJet 500 printer covers the following topics:

- Selecting Your Printer
- Using Fonts

An HP DeskJet 500 printer driver is available for MultiMate, version 4.0. This printer driver adds support for the C2109B, C2109C, C2109D, and C2109E font cartridges, and the Letter Gothic and CG Times internal fonts. To receive this printer driver, contact one of the following:

- Ashton-Tate at 1-408-268-1711.
- The HP FIRST system. Refer to "How to Get Additional Software Information" at the beginning of this guide for instructions on using HP FIRST.

Selecting Your Printer

When you receive the printer driver, copy the file to your MultiMate subdirectory. At the DOS prompt, type:

```
COPY A:\MM4\*.PRD C:\MM4
COPY A:\MM4\*.PAT C:\MM4
COPY A:\MM4\*.CWT C:\MM4
COPY A:\MM4\*.SAT C:\MM4
```

If you installed MultiMate in a subdirectory other than C:\MM4, specify that subdirectory.

To select your printer:

1. At the DOS prompt in your MultiMate subdirectory, type:

```
SETUPMM
```

2. Select **Setup Printer Definitions**.
3. Select **Edit Printer Setup**.
4. Press the **Insert** key to add a new printer definition.
5. Select **Hewlett-Packard**.

To select one of the PATs you copied from the printer driver disk, select **<other>**.

6. Use the table on the following page to select the appropriate model (only one model can be selected at a time).



Note

Most models support the Courier internal font.

Model	PAT	Internal Font/Font Cartridge/Soft Font	
DeskJet	DESKJET.PAT	HP 22706A	Courier/Courier Italic
DeskJets (B cartridge)	DESKJETB.PAT	HP 22706B	Prestige Elite
DeskJets (C cartridge)	DESKJETC.PAT	HP 22706C	Letter Gothic
DeskJets (M cartridge)	DESKJETM.PAT	HP 22706M	Presentations, Letter Gothic
DeskJets (D/E/F/P)	DJETTMS.PAT	HP 22706D	Times Roman (8/10 pt)
		HP 22706E	Times Roman (12 pt)
		HP 22706F	Times Roman (14 pt)
		HP 22706P	Times Roman (8/10/12/14 pt)
		HP 22706G	Helvetica (10 pt)
		HP 22706H	Helvetica (12 pt)
		HP 22706J	Helvetica (14 pt)
		HP 22706J	Helvetica (14 pt)
		HP 22706Q	Helvetica (8/10/12/14 pt)
DeskJets (G/H/I/Q)	DJETHLV.PAT	HP 22706G	Helvetica (10 pt)
		HP 22706H	Helvetica (12 pt)
		HP 22706J	Helvetica (14 pt)
		HP 22706J	Helvetica (14 pt)
		HP 22706Q	Helvetica (8/10/12/14 pt)
		HP 22706D	Times Roman (8/10 pt)
		HP 22706E	Times Roman (12 pt)
		HP 22706F	Times Roman (14 pt)
		HP 22706P	Times Roman (8/10/12/14 pt)
DeskJets (TmsRmn Soft Fonts)	DJRANDU.PAT	HP 22706R	Times Roman (8/10/12/14 pt)
		HP 22706U	Times Roman (15/30 pt)
		HP 22706T	Helvetica (14 pt)
		HP 22706V	Helvetica (15/30 pt)
DeskJets (Helv Soft Fonts)	DJTANDV.PAT	HP 22706T	Helvetica (8/10/12/14 pt)
		HP 22706V	Helvetica (15/30 pt)
		HP 22706R	Times Roman (14 pt)
		HP 22706U	Times Roman (15/30 pt)

Model	PAT	Internal Font/Font Cartridge/Soft Font
<other>	DJET500.PAT	Internal Courier and Letter Gothic
<other>	DJGARMD.PAT	Internal Courier and Letter Gothic
		C2109C Garamond Collection
		C2109D Dom Casual
		C2109E Brush
		HP 22706V Helvetica (15/30 pt)
<other>	DJ500GT.PAT	Internal CG Times, Courier, Letter Gothic
		C2109B Global Text
		C2109D Dom Casual
		C2109E Brush
		HP 22706V Helvetica (15/30 pt)

7. For a sheetfeeder, select **none** and press **F10**.
8. For an output port, select **LPT1** (**LPT2** or **LPT3**, if appropriate) or **COM1** (**COM2** or **COM3**, if appropriate) and press **F10**.
9. For printer setup, type a name for the printer definition (for example, **DJ500**) and press **F10**.
10. Press **F10** to continue and repeat steps 4-9 above to set up additional models.

When you are done, press **Esc** twice and select **Exit** to leave the Setup menu.

Using Fonts

Before you can select fonts in your document, you must select the printer definition (PAT) that corresponds to the font you want to use:

1. Press **Alt+L** to activate the pull-down menu.
2. Select **Change Printer Setup** from the Print pull-down menu.
3. Highlight the PAT you want and press **F10**.

Once you have selected the correct printer definition, you can print out a list of the fonts and the corresponding MultiMate font letter for each.

To select fonts in your document:

1. Verify that you have selected the correct printer definition.
2. Position the cursor where you want to change fonts.
3. Press **Alt+C**, then **?**.
4. Highlight the desired font.
5. Press **F10** to select.

To change printer definitions from within your document:

1. Press **Alt+L** to activate the pull-down menu.
2. Select **Print**.
3. Select **Change Printer Setup**.
4. Select the printer definition for the font you want to use and press **F10**.

Formatting Lines You may need to change the format line length or other types of spacing when using different fonts, as described below.

Proportionally Spaced Fonts

When using proportionally spaced fonts, such as CG Times (TmsRmn), change Proportional Spacing to **Yes**, and Right Justification to **No**.

Fixed Pitch Fonts

When using fixed pitch fonts, such as Letter Gothic or Courier, verify that the format line length is set correctly. Refer to "Appendix B-3" in your MultiMate manual for further information on format line length.

Use the following formula to calculate the correct format line length:

$$\text{Print Line Length} \times \text{pitch (cpi)} = \text{format line length}$$

Example The maximum line length for 10 cpi would be 80:

$$8 \text{ in. print line length} \times 10 \text{ cpi} = 80$$

The maximum line length for 12 cpi would be 96:

$$8 \text{ in. print line length} \times 12 \text{ cpi} = 96$$

When you print your document, you can change the default pitch on the Document Print Options screen. Select **4** for Courier 10 cpi or **5** for Letter Gothic 12 cpi. Pitch changes made in your document override this selection.

Using Professional Write, version 2.2

This chapter on using Professional Write, version 2.2, with your DeskJet 500 printer covers the following topics:

- Selecting Your Printer and Fonts
- Setting Up Professional Write Defaults
- Selecting Fonts
- Embedding Printer Commands
- Printing in Landscape Orientation

Use the **HP DeskJet 500** printer driver with Professional Write, version 2.2. To receive this printer driver, contact Software Publishing Corporation at 608-274-9715.

Selecting Your Printer and Fonts

To select your printer and fonts:

1. Copy the printer driver files to your Professional Write subdirectory. Type:

```
COPY A:\PW.* C:\PRO
```

If you installed Professional Write in a subdirectory other than C:\PRO, specify that subdirectory.

2. Start Professional Write.
3. Select 2 (Setup) from the main menu.

4. Select **1** (Select Printer 1) from the Setup Menu. If you will be using additional fonts, you must select Printer 1. A list of printers and printer ports is displayed.
5. Highlight **HP DeskJet 500** and press **Tab** to select a port.
 - If you are using the parallel port, select **LPT1**, **LPT2** or **LPT3** and press **Enter**.
 - If you are using the serial port, select **COM1** or **COM2** and press **Enter**. The Cartridge Selection Menu is displayed. Press **Esc** to display the Serial Port Settings screen. Make the following serial port selections and press **Enter**:

Serial Port Settings		
Parity	(ODD,EVEN,NONE):	None
Number of data bits	(7 or 8):	8
Number of stop bits	(1 or 2):	1
Uses XON/XOFF	(Y/N):	Y
Baud rate: 6		
1. 300	4. 2400	
2. 600	5. 4800	
3. 1200	6. 9600	

To select your default font cartridge:

1. Select **1** (Select Cartridge 1) and press **Enter**.
2. Press **PgDn** until the desired font cartridge is displayed. Highlight the selection and press **Enter**.
3. Select **4** (Regular Font). Your font options are displayed.
4. Highlight the font you will be using and press **Enter**.
5. Press **Esc** until you return to the main menu.

Setting Up Professional Write Defaults

It is recommended that your page length be set at 60 and top and bottom margins be set at 0 for your document to print correctly.

To change default settings:

1. Press **F4** (Format).
2. Select 2 (Set Top/Bottom Margins & Page Length). Use your **Tab** key to move to each field.
 - a. Set your top and bottom margins to 0 and your Page Length to 60.
 - b. Press **Enter**.
3. Save the new working copy:
 - a. Press **F2** (File/Print).
 - b. Select 2 (Save Working Copy). Type the file name `PW.DEF`.

The drive and path displayed at this time should be that of your Professional Write program files. If it is not, change it to the correct drive and path.
 - c. Press **Enter** to accept the drive and path displayed.

Selecting Fonts

To select or change a font from within your document:

1. Press **Ctrl+T** to mark the text. Use the arrow keys to highlight the text that you want to change.
2. Press **F10** (Text Block Operations Menu).
3. Select 4 (Change Font or Size).
4. Use the arrow keys to highlight the font and press **Enter**.

Embedding Printer Commands

Printer commands must be embedded in your document using decimal form. Refer to your *HP DeskJet 500 Printer Owner's Manual* for the ASCII-Decimal-Hexidecimal conversion table. Refer to "Appendix C" of your *Professional Write Manual* for further information on how to use printer control codes.

Printing in Landscape Orientation

Select the **L-Landscape** cartridge in the Setup menu and select the **Courier landscape** font in tyour document to print in landscape orientation. Set your page length to 45 and all margins to 0.

To use the Letter Gothic landscape font, you must have the HP 22707L Landscape Fonts cartridge installed in your printer.

Using WordPerfect, version 5.1

This chapter on using WordPerfect, version 5.1, with your HP DeskJet 500 printer covers the following topics:

- Selecting Your Printer
- Using Fonts
- Printing in Landscape Orientation
- Printing Envelopes

An HP DeskJet 500 printer driver is available for WordPerfect, version 5.1. To receive this printer driver, contact one of the following:

- WordPerfect at 1-800-541-5160.
- Hewlett-Packard FAX system: Use your FAX machine phone and dial the Hewlett-Packard FAX system phone number 1-208-344-4809. A voice response system will prompt you with a list of information available and further instructions for receiving a driver request form.

Selecting Your Printer

When you receive the printer driver, copy the file into your WordPerfect subdirectory. If you received the printer driver from Hewlett-Packard, type the following command at the DOS prompt to copy the printer driver files to WordPerfect:

```
COPY A:\WP51\WPHP51.ALL C:\WP51
```

If you installed WordPerfect in a subdirectory other than C:\WP51, specify that subdirectory.

To select your printer:

1. Start the WordPerfect program.
2. Press **Shift+F7**.
3. Select **S** (Select Printer).
4. Select **2** (Additional Printers).
5. Highlight **HP DeskJet 500**.



Note

If **HP DeskJet 500** is not displayed, install the printer driver using WordPerfect's Install program.

6. Select **1** (Select).
7. Press **Enter** to accept the existing file name, or enter a name of your own. If the message **File Exists** is displayed, specify a new printer filename or press **Y** (Yes) to replace the existing file name.
8. Your screen will display a brief updating count. Read the Printer Help and Hints on the screen and press **F7**. The **Select Printer: Edit** screen is displayed.

9. If you are using a parallel port (LPT1, LPT2, LPT3), you are done selecting your printer. Press F7 until you return to your document, then go to "Using Fonts" in this note to install and select fonts.

If you are using a serial port (COM1, COM2, COM3), go to "Setting Up Your Serial Port" below to complete the installation of your printer.

Setting Up a Serial Port

To set up a serial port:

1. Select 2 (Port). A list of ports is displayed on the bottom of the screen. Enter the number for the appropriate port.
2. Specify serial port settings on the screen displayed, as shown below:

Select Printer: Com Port	
1 - Baud	9600
2 - Parity	None
3 - Stop Bits (1 or 2)	1
4 - Character Length (7 or 8)	8
5 - XON/XOFF	No

3. Verify that the settings are correct, then press Enter until you return to your document.

You are now done selecting your printer. Go to "Using Fonts" in this note to install and select fonts.

Using Fonts

The following HP DeskJet 500 font cartridges and soft fonts are supported by WordPerfect:

HP 22706A	Courier
HP 22706B	Prestige Elite
HP 22706C	Letter Gothic
HP 22706D	Times Roman (8/10 pt)
HP 22706E	Times Roman (12 pt)
HP 22706F	Times Roman (14 pt)
HP 22706G	Helvetica (10 pt)
HP 22706H	Helvetica (12 pt)
HP 22706J	Helvetica (14 pt)
HP 22706M	Presentations
HP 22706P	Times Roman (8/10/12/14 pt)
HP 22706Q	Helvetica (8/10/12/14 pt)
HP 22706R	Times Roman (8/10/12/14 pt)
HP 22706T	Helvetica (8/10/12/14 pt)
HP 22706U	Times Roman (15/30 pt)
HP 22706V	Helvetica (15/30 pt)
HP 22706W	WordPerfect Cartridge
HP C2109B	Global Text
HP C2109C	Garamond Collection
HP C2109D	Dom Casual
HP C2109E	Brush
HP 22707L	Landscape Fonts
HP 22708A	Times Roman and Helvetica Soft Fonts
HP 22708C	Times Roman and Helvetica Soft Fonts
HP 22708D	Univers Condensed Soft Fonts

A Word About the HP 22706W WordPerfect Font Cartridge

The HP 22706W WordPerfect font cartridge is a set of two font cartridges designed specifically for use with WordPerfect and the HP DeskJet PLUS and HP DeskJet 500 printers. The cartridge allows you access to the DeskTop character set and the CG Times and Univers font typefaces.

Installing Fonts You will need to install font cartridges and soft fonts in WordPerfect before you can select them in your document. Refer to "Selecting Fonts" later in this note for procedures on how to select fonts after you have installed them.

Installing Font Cartridges

To install font cartridges:

1. At a document screen, press **Shift+F7**.
2. Select **S** (Select Printer). Highlight **HP DeskJet 500**.
3. Select **3** (Edit).
4. Select **4** (Cartridges and Fonts). The built-in fonts are already selected and available for you.
5. Highlight **Font Cartridge** and press **Enter**.



Note If you want to select more than two font cartridges, you will need to change the quantity of font cartridges available in WordPerfect; however, only two font cartridges may be in the printer at one time.

6. Press **Shift+8** to place an asterisk (*) next to the font cartridge you want to select. You can select as many cartridges as the Available Quantity shows.
7. Press **F7** twice to save. WordPerfect updates the fonts and displays the Select Printer: Edit screen.
8. Press **F7** three more times to return to your document.

Installing Soft Fonts

The Downloadable Soft Font Utility (DSU) is not needed to install soft fonts in WordPerfect. WordPerfect utilizes its own download utility. Before you begin this procedure, copy the soft font files into a subdirectory on your hard disk. Use one path name (for example, C:\FONT).



Note

Do not use multiple path names (for example, C:\DSU\FONT). This has been found to cause problems.

To install soft fonts:

1. At a document screen, press **Shift+F7**.
2. Select **S** (Select Printer), then **3** (Edit).
3. Select **6** (Path for Downloadable Fonts and Printer Command Files). Type in the path name you copied the soft font files to. Press **Enter**.
4. Select **4** (Cartridges and Fonts) to display the following screen:

Select Printer: Cartridges and Fonts

Font Category	Quantity	Available
Built-in		
Cartridges	2	2
Soft Font	256K	256 K

5. Highlight **Soft Font**.

6. If you have purchased more than one RAM cartridge, you will need to change the number in the Quantity field to reflect the amount of memory on the RAM cartridges installed in your printer. Select 2 (Change Quantity) and type in the appropriate amount of memory. Press **Enter**.
7. Select 1 (Select).
8. Highlight the soft font group you want to download and press **Enter**. A screen is displayed listing the available fonts for the font group you selected.
9. Move the cursor to the soft font you want to select.
10. Press **Shift + 8** to place an asterisk (*) next to the soft fonts you want to download to your printer.
11. Press **F7** until you return to the Printer Control screen.
12. Press 7 (Initialize the Printer). The busy light is lit on your printer, indicating that the soft fonts are being downloaded.
13. When the soft fonts have been downloaded, press **F7** to return to your document.

Selecting Fonts

If you are using font cartridges, make sure the correct font cartridge is installed in the printer.

To select fonts in your WordPerfect document:

1. Position the cursor at the point in the document you want a new font to begin printing.
2. Press **Ctrl+F8**.
3. Select **4 (Base Font)**.
4. Highlight the font you wish to use from the cartridge you selected and press **Enter**.

Printing In Landscape Orientation

To print in landscape orientation:

1. At the top of your document, press **Shift+F8**.
2. Select **2 (Page)**.
3. Select **7 (Paper Size/Type)**.
4. Highlight **Standard Wide**.
5. Select **1 (Select)**.
6. Press **F7 (Exit)** until you return to your document.

Printing Envelopes

Only No. 10 (USA) envelopes are supported by your HP DeskJet 500 printer. The procedures below are for printing No. 10 envelopes that have pre-printed return addresses. You may want to review envelope loading procedures in your *HP DeskJet 500 Printer Owner's Manual* before proceeding.

To print envelopes:

1. At the top of your document, press **Shift + F8**.
2. Select **2 (Page)**.
3. Select **7 (Paper Size/Type)**.
4. Highlight **Envelope-Wide**.
5. Select **5 (Edit)**.
6. Select **5 (Location)**.
7. Select **3 (Manual)**.
8. Press **F7** to return to the Format: Paper Size/Type screen.
9. Select **1 (Select)** to display the Format: Page screen.
10. Verify that the paper size displayed is **9.5" x 4"**.
11. Select **5 (Margins)**. Set a top margin of **2.5"** and a bottom margin of **0"**. Include the quote (") marks in the settings; otherwise, WordPerfect will default to a setting of **.5"** for the bottom margin.
12. Press **Enter** twice.
13. Select **1 (Line)**.

14. Select **7 (Margins)** and set a left margin of **4.0"** and a right margin of **0"**. Include the quote (") marks in the settings; otherwise, WordPerfect will default to a setting of **.25"** for the right margin.
15. Press **F7** until you return to your document.
16. Type the address, separating each address with a page break (**Ctrl+Enter**).

If the address does not start printing at the top margin you specified, press **Home** twice and the **Up** arrow once to put your cursor at the proper position.
17. Press **Shift+F7** and select **1** or **2** to print. The computer will beep.
18. Press **Shift+F7**, then select **4 (Printer Control)**. The message **Insert paper** and press **"G"** to continue should be displayed.
19. Insert the envelope into the printer. Follow the procedures in your *HP DeskJet 500 Printer Owner's Manual* to load the envelope.
20. Select **4** or **G (Go)**. The computer will beep each time a new envelope should be inserted.



Note

If the envelope is inserted before the computer beeps, the printer may eject it and feed a piece of paper in its place.

Using WordPerfect, version 5.0

This chapter on using WordPerfect, version 5.0, with your HP DeskJet 500 printer covers the following topics:

- Selecting Your Printer
- Using Fonts
- Printing in Landscape Orientation
- Printing Envelopes

An HP DeskJet 500 printer driver is available for WordPerfect, version 5.0. To receive this printer driver, contact one of the following:

- WordPerfect at 1-800-541-5160.
- Hewlett-Packard FAX system: Use your FAX machine phone and dial the Hewlett-Packard FAX system phone number 1-208-344-4809. A voice response system will prompt you with a list of information available and further instructions for receiving a driver request form.

Selecting Your Printer

When you receive the printer drivers, copy the files into your WordPerfect subdirectory. If you received the printer driver from Hewlett-Packard, type the following command at the DOS prompt to copy the printer driver to WordPerfect:

```
COPY A:\WP50\WPHP50.ALL C:\WP50
```

If you installed WordPerfect in a subdirectory other than C:\WP50, specify that subdirectory.

To select your printer:

1. Start the WordPerfect program.
2. Press **Shift+F7**.
3. Select **S** (Select Printer).
4. Select **2** (Additional Printers).
5. Highlight **HP DeskJet 500**.
6. Select **1** (Select).
7. Press **Enter** to accept the existing file name, or enter a name of your own. If the message **File Exists** is displayed, specify a new printer filename or press **Y** (Yes) to replace the existing file name.
8. Your screen will display a brief updating count. Read the Printer Help and Hints on the screen and press **F7**. The Select Printer: Edit screen is displayed.

9. If you are using a parallel port (LPT1, LPT2, LPT3), you are done selecting your printer. Press F7 until you return to your document, then go to "Using Fonts" in this note to install and select fonts.

If you are using a serial port (COM1, COM2, COM3), go to "Setting Up Your Serial Port" below to complete the installation of your printer.

Setting Up a Serial Port

To set up a serial port:

1. Select 2 (Port). A list of ports is displayed on the bottom of the screen. Enter the number for the appropriate port.
2. Specify serial port settings on the screen displayed, as shown below:

Select Printer: Com Port	
1 - Baud	9600
2 - Parity	None
3 - Stop Bits (1 or 2)	1
4 - Character Length (7 or 8)	8
5 - XON/XOFF	No

3. Verify that the settings are correct, then press **Enter** until you return to your document.

You are now done selecting your printer. Go to "Using Fonts" in this note to install and select fonts.

Using Fonts

The following HP DeskJet 500 font cartridges and soft fonts are supported by WordPerfect:

HP 22706A	Courier
HP 22706B	Prestige Elite
HP 22706C	Letter Gothic
HP 22706D	Times Roman (8/10 pt)
HP 22706E	Times Roman (12 pt)
HP 22706F	Times Roman (14 pt)
HP 22706G	Helvetica (10 pt)
HP 22706H	Helvetica (12 pt)
HP 22706J	Helvetica (14 pt)
HP 22706M	Presentations
HP 22706P	Times Roman (8/10/12/14 pt)
HP 22706Q	Helvetica (8/10/12/14 pt)
HP 22706R	Times Roman (8/10/12/14 pt)
HP 22706T	Helvetica (8/10/12/14 pt)
HP 22706U	Times Roman (15/30 pt)
HP 22706V	Helvetica (15/30 pt)
HP 22706W	WordPerfect Cartridge
HP C2109B	Global Text
HP C2109C	Garamond Collection
HP C2109D	Dom Casual
HP C2109E	Brush
HP 22707L	Landscape Fonts
HP 22708A	Times Roman and Helvetica Soft Fonts
HP 22708C	Times Roman and Helvetica Soft Fonts
HP 22708D	Univers Condensed Soft Fonts

A Word About the HP 22706W WordPerfect Font Cartridge

The HP 22706W WordPerfect font cartridge is a set of two font cartridges designed specifically for use with WordPerfect and the DeskJet PLUS and DeskJet 500 printers. The cartridge allows you access to the DeskTop character set and the CG Times and Univers font typefaces.

Installing Fonts You will need to install font cartridges and soft fonts in WordPerfect before you can select them in your document. Refer to "Selecting Fonts" later in this section for procedures on how to select fonts after you have installed them.

Installing Font Cartridges

To install font cartridges:

1. At a document screen, press **Shift+F7**.
2. Select **S** (Select Printer). Highlight **HP DeskJet 500**.
3. Select **3** (Edit).
4. Select **5** (Cartridges and Fonts).
5. Highlight **Font Cartridge** and press **Enter**.



Note If you want to select more than two font cartridges, you will need to change the quantity of font cartridges available in WordPerfect; however, only two font cartridges may be in the printer at one time.

6. Press **Shift+8** to place an asterisk (*) next to the font cartridge you want to select. You can select as many cartridges as the Available Quantity shows.
7. Press **F7** twice to save. WordPerfect updates the fonts and displays the Select Printer: Edit screen.
8. Press **F7** three more times to return to your document.

Installing Soft Fonts

The Downloadable Soft Font Utility (DSU) is not needed to install soft fonts in WordPerfect. WordPerfect utilizes its own download utility. Before you begin this procedure, copy the soft font files into a subdirectory on your hard disk. Use one path name (for example, C:\FONT).



Note Do not use multiple path names (for example, C:\DSU\FONT). This has been found to cause problems.

To install soft fonts:

1. At a document screen, press **Shift+F7**.
2. Select **S** (Select Printer), then **3** (Edit).
3. Select **7** (Path for Downloadable Fonts and Printer Command Files). Type in the path name you copied the soft font files to. Press **Enter**.
4. Select **5** (Cartridges and Fonts) to display the following screen:

Select Printer: Cartridges and Fonts		
Font Category	Resource	Quantity
Font Cartridge	Cartridge Slot	2
Soft Font	Memory	256 K

5. Highlight **Soft Font**.

6. If you have purchased more than one RAM cartridge, you will need to change the number in the Quantity field to reflect the amount of memory on the RAM cartridges installed in your printer. Select 2 (Change Quantity) and type in the appropriate amount of memory. Press **Enter**.
7. Select 1 (Select).
8. Move your cursor to the soft fonts you want to download to your printer. Press **Shift+8** to place an asterisk (*) next to your selection.
9. Press **F7** until you return to the Printer Control screen.
10. Press 7 (Initialize the Printer). The busy light is lit on your printer, indicating that the soft fonts are being downloaded.
11. When the soft fonts have been downloaded, press **F7** to return to your document.

Selecting Fonts

If you are using font cartridges, make sure the correct font cartridge is installed in the printer.

To select fonts in your WordPerfect document:

1. Position the cursor at the point in the document you want a new font to begin printing.
2. Press **Ctrl+F8**.
3. Select 4 (Base Font).
4. Highlight the font you wish to use from the cartridge you selected and press **Enter** or select 1.

Printing in Landscape Orientation

To print in landscape orientation:

1. At the top of your document, press **Shift+F8**.
2. Select **2 (Page)**.
3. Select **8 (Paper Size/Type)**. The following screen is displayed:

Format: Paper Size	Width	Height
1 - Standard	(8.5" x 11")	
■ - Standard Landscape	(11" x 8.5")	
3 - Legal	(8.5" x 14")	
■ - Legal Landscape	(14" x 8.5")	
5 - Envelope	(9.5" x 4")	
■ - Half Sheet	(5.5" x 8.5")	
7 - US Government	(8" x 11")	
■ - A4	(210mm x 297mm)	
9 - A4 Landscape	(297mm x 210mm)	
0 - Other		

4. Select **2 (Standard Landscape)** or **4 (Legal Landscape)**, depending on the paper size you are using.
5. Select **1 (Standard)**.
6. Make any necessary changes on the **Format: Page** screen, then press **F7 (Exit)** until you return to your document.



Note The **Paper Size/Type** command must be the first code in the document or landscape orientation will not be selected.

Printing Envelopes

Only No. 10 (USA) envelopes are supported by your HP DeskJet 500 printer. The procedures below are for printing No. 10 envelopes that have pre-printed return addresses. You may want to review envelope loading procedures in your *HP DeskJet 500 Printer Owner's Manual* before proceeding.

To print envelopes:

1. At the top of your document, press **Shift+F8**.
2. Select **2 (Page)**.
3. Select **8 (Paper Size/Type)**.
4. Select **5 (Envelope)**.
5. Select **5 (Envelope)** again.
6. Select **5 (Margins)**. Set a top margin of **2.5"** and a bottom margin of **0"**. Include the quote (") marks in the settings; otherwise, WordPerfect will default to a setting of **.5"** for the bottom margin.
7. Press **Enter**.
8. Select **1 (Line)**.
9. Select **7 (Margins)** and set a left margin of **4.0"** and a right margin of **0"**. Include the quote (") marks in the settings; otherwise, WordPerfect will default to a setting of **.25"** for the right margin.
10. Press **F7** until you return to your document.

11. Type the address, separating each address with a page break (**Ctrl+Enter**). If the address does not start printing at the top margin you specified, press **Home** twice and the Up arrow once to put your cursor at the proper position.
12. Press **Shift+F7** and select 1 or 2. The computer will beep.
13. Press **Shift+F7**, then select 4. The message **Insert paper and press "G" to continue** should be displayed.
14. Insert the envelope into the printer. Follow the procedures in your *HP DeskJet 500 Printer Owner's Manual* to load the envelope.
15. Select 4 or G (Go). The computer will beep each time a new envelope should be inserted.



Note

If the envelope is inserted before the computer beeps, the printer may eject it and feed a piece of paper in its place.

Using WordStar, version 6.0

This chapter on using WordStar, version 6.0, with your HP DeskJet 500 printer covers the following topics:

- Selecting Your Printer
- Formatting Your Document
- Using Fonts
- Printing in Landscape Orientation
- Printing Envelopes

An HP DeskJet 500 printer driver is available for WordStar, version 6.0. Contact one of the following to receive this printer driver:

- WordStar International at 1-812-323-8825.
- The HP FIRST system. Use your FAX machine phone and dial the HP FIRST phone number 1-208-344-4809. A voice response system will prompt you with a list of information available and further instructions for receiving a driver request form.

Selecting Your Printer

Use WordStar's PRCHANGE program to select your printer:

1. At the WordStar subdirectory, type PRCHANGE and press **Enter**.
2. Type a name for the printer driver file; for example, DJ500. Press **Enter**.
3. Select **Canon lasers and HP DeskJets**.
4. Insert the disk you received from WordStar or Hewlett-Packard into drive A. If you received the disk from Hewlett-Packard, type:
A : \WORDSTAR
5. Select **Hewlett-Packard DeskJet 500** and press **Enter**. WordStar will copy the printer information to the printer driver file. When WordStar is done, the Additional Installation Menu screen is displayed.



Note Leave the disk in drive A.

At the Additional Installation Menu screen, select the following:

1. Select **Select printer adaptor port** and choose the port your printer is set up on (this is the same port you identified when you installed your printer).
2. Select **Install sheet feeder**.
3. Highlight **HP DeskJet Paper Size** and press **Enter**. WordStar will copy the file to your printer driver file.
4. Select **Go to Printer Information Menu**.

5. Select **View printer information**. Read the information on the screen.
6. Press **F10** to return to the Printer Information Menu.
7. Select **Return to Additional Installation Menu**.
8. If you use font cartridges, complete the steps below; otherwise, go to step 9.
 - a. Select **Add or delete font groups** and press **Enter**.
 - b. The message "Do you want to change the fonts in your PDF?" is displayed. Press **Y** (yes).
 - c. Select **Add cartridge fonts**.
 - d. Highlight the cartridges you want to add and press **Enter**.

If the message "You've selected too many fonts" is displayed, press **Esc**. Select **Delete fonts** and remove some of the fonts you have selected.
 - e. When you are done selecting cartridges, press **F10**.
 - f. Select **Return to previous menu**. WordStar will copy the font cartridge information to your PDF.
9. Select **Return to Installed Printer Menu**. WordStar will ask you if you want this printer driver file to be the default. Press **Y** (yes).
10. At the Installed Printer Menu, press **F10** to exit PRCHANGE.

Formatting Your Document

Use dot commands to change the page length and margins. US Letter size paper is the default paper size in WordStar. Refer to your *WordStar Manual* for information on how to use dot commands.

Using Fonts

WordStar supports all of your HP DeskJet 500 printer fonts. To use the CG Times internal font, select the **Tms R** font. You will get the correct spacing and typeface for the CG Times font.

Printing in Landscape Orientation

Landscape printing is an internal feature of the HP DeskJet 500 printer. The Courier typeface is the default font in landscape orientation. You can use the Letter Gothic typeface in landscape orientation; however, you must have the HP 22706L Landscape Fonts Cartridge installed in your printer and you must select a PDF that supports that font cartridge.

To print in landscape orientation:

1. Enter the following dot commands at the top of your document:
 - .PR OR=L (landscape)
 - .PL 8.5" (page length)
 - .RM 8" (right margin)
2. Press **Ctrl+P**, then **=** to select the desired font.

Printing Envelopes

Only No. 10 envelopes are supported by your HP DeskJet 500 printer. You may want to review envelope loading procedures in your *DeskJet 500 Printer Owner's Manual* before proceeding.

To print on No. 10 envelopes:

1. Create a new document. Be sure your cursor is at the top of the document.
2. Press **Alt+L** (Layout).
3. Select **Margins and tabs**.
4. Set the left margin to 2.5", the right margin to 8.5", the top margin to 2.0", and the bottom margin to 0".
5. Press **F10**.
6. Type the name and address.
7. Save and name the file (**Ctrl+k+s**).
8. Select **Print (Ctrl+k+p)**.
9. Change the **Pause between pages** to **Yes**.
10. Press **F10** until you return to the document screen.
11. When the computer beeps, load the envelope according to the instructions in your *DeskJet 500 Printer Owner's Manual*.
12. Select **Print (Ctrl+k+p)**.
13. Select **C** to continue printing.

Software Support Guide

The following software packages support the HP DeskJet Family printers.

10CAD Engineering Data Management System

10CAD Ethernet: 2.2

10CAD Plus: 2.2

3-channel RS-232 Serial Interface Card

35mm Express: V.4.1

4PRINT: 3.2

6287 Family: Plus, IC+, Ult

ACTFast: A

ACX-TEND Extended Text Manager: 2.0

Addresselope: 2.0

Aldus PageMaker: 3.0

Allways: 1.2

ALPHABITS Series 1 Fonts: 1.0

Alternet

askSam: 4.1

Auto Printer Sharing Switch serial-Version

AUTO-T DATA SWITCH

AUTO-T PLUS DATA SWITCH

BackLoader: 1.1

BarMaker I: 3.2

Basic-CAD: 1.0

BF64D

BF64MD: 2S, 3S, 4P

BF64U

Boardroom Graphics

Bravo Parallel Line Extender 1042E+T: 2.0

Bravo Universal Serial Line Extender: 1.0

Buffer Box: E2-1.6

Buffer Plus: E-1.8

Business Cards: 1.2

CAD Overlay ESP: 2.1

CEAL-Civil Engineering Automation Library

Chap13: 3

Chap7,11,12 Module 11: 3

Chap7,11,12 Module 12: 3

Chap7,11,12 Module 7: 3

ChartPerfect: 2.01R2

Check Form Navigator: 1.0

Cloverlead IEEE-488 Intelligent

Transparent Multiplexer

Code Master Quick Draw: 2.0

Code Master II: 2.2

Convert and Revert

COREL Draw: 1.02

CPS/1000 PARALLEL AUTOMATIC

PRINTER SHARERS: 3.0

CPS/2000 Universal Serial Sharing Units: 1.0

Crystal Document Management System: 1.0F

CustomGantt Plus: 1.1

Da Vinci eMAIL: 1.0

DADiSP/EX: 2.0

DATA MANAGER 4x4: V.005

DATA-STRIP FARLINK DM06

DataEase Imag-In: 1.0

DataPerfect: 2.0

DataView/DateView Plus: 3.05

Dawn Software: 1.0

DayFlo Tracker: 1.4

dbCAMS Plus: 3.15

Dentalis: VI

DeskPaint & DeskDraw: 2.01

DGS-2000: 2nd Qtr. '89

DJ Helper: 1.0

DOM-Cashflow Program: 1.2

Drafix CAD Ultra: 3.03

DRAWBASE: 105

Drawit: 2.0

DW 3/4/4v.2-Translation Tables: 11.1 11.2 II

DYNAPERSPECTIVE: 1.0

Easy-Share: ES-1-ES-6

Easy-Share EXP: EX-1-EX-6

EasyCAD

EGAD Screen Print: 2.26

ELS NetWare Level II: 2.12

ENCORE! Plus: 1.2

Eograph Plus: 4.0

ERMASOFT Laser Envelopes: 2.06

Euroscript

EverFax EF-12/48: 2.0

EXACT: 3.1.5

EXP: The Scientific Word Processor: 2.01

Expressway IEEE-488 Intelligent

Transparent Buffer/Spooler

FANTASIA: C.13.00

FastCAD: 2.05

FastCAD 3D
 FONTASY: 3
 FONTASY FONTS
 FormMaker Horizon: 1.1b
 FPLOT: 2.02
 Framework III: 1.01
 Freelance Plus: 3.0
 G-Base Graphics Database: 1.0
 G2 Estimator: 2.0
 GB-STAT
 GEM 1st Word Plus: 2.0
 GEM Artline: 1.0
 GEM Desktop Publisher: 2.0
 GEM Draw Plus: 2.0
 GEM Graph: 1.0
 GEM Presentation Team: 1.1
 GEM Scan: 1.0
 GEM WordChart: 1.0
 GEOGRAFX: Cross Section Module: 1.0
 GEOGRAFX: Groundwater Analysis Module: 1.0
 GEOGRAFX: Lab Connection Module: 1.0
 GEOGRAFX: Outliner Filter Module: 1.0
 GEOGRAFX: Soil Analysis Module: 1.0
 GEOGRAFX: Test Boring Module: 1.0
 GEOGRAFX: Well Base: 1.0
 GEOGRAFX: Well Construction Module: 1.0
 GeoGraphix Exploration System: 5.21
 GeoPath/GeoCAM: 5.0
 GoScript: 2.1
 GoScript Plus: 2.1
 Grab Plus: 5.2
 GRAF-ACX Graphics Manager: 2.0B
 Grafit: 4.0
 Graph-in-the-Box
 Graph-in-the-Box Analytic
 Grapher: 1.77
 GraphiC: 5.01
 GraphiC-Publication Quality Scientific
 Graphics: 5.0
 Graphicus Q+: 1.0
 Graphwriter II: 1.0
 Grappler LS: 1.1
 GSS Graphical Kernal System for DOS: 2.11
 GSS Graphics Development Toolkit for DOS: 2.15
 GSS Plotting System for DOS: 2.1
 Harvard Project Manager
 Harvard Graphics: 2.3
 Help: 1.1
 High Speed Buffer/Interface Converter
 HotShot Presents: 1.0

Ida 3270
 Ida 3X/400
 IMSI Publisher: 1.52
 InPlot: 3.0
 InsMark Proposal System/Executive
 Benefits System: 2.04
 Intelligent Buffer
 Interface Converter
 Intersection Magic: 2.01
 InWord: 1.0
 iRecognize Professional: 1.0
 iRecognize Professional Plus: 1.0
 Jaws: 1.4
 JetCenter: REV. A
 JETDRIVE: 2.0
 JetDrive for DW3 or DW4: 2.0
 JetDrive PRO: 2.0
 JetDrive Pro For DW4: 2.0
 JetLink: A.02.00
 JETLINK EXPRESS: 1.0
 LASER PREVIEW: 2.0
 Laser Toolkit: A.00.02
 LaserBase: 2.11
 LaserMenu: 2.10
 LASERNET: PSU-41
 LASERNET PSU-42P
 LASERNET PSU-81
 LASERNET PSU-81B
 LePrint: 3.0
 Letter-Art: 6.0
 LEX P*D*Q Word Processing System: 9B
 Liberty: 2.0
 Libra Accounting Systems: 3.0
 Lines Boxes Etc: 2.0
 LJ Fonts: LJ
 Lotus 1-2-3: 2.01, 2.2, 3.1
 Lotus Manuscript: 2.1
 Lotus Symphony: 2.2
 Magic Menu: 2.5
 MAMA/MAMA'S HELPER
 Map-Master: 6.01
 MathCAD: 2.0
 Medicalis: VI
 MegaSpooler: 5.0
 Micro Planner: 6
 MicroPrint 45C: 90-250 VAC
 Microsoft Chart PC-: 3.0
 Microsoft Excel PC-: 2.1
 Microsoft Multiplan PC-: 4.01
 Microsoft Windows/286/386: 2.1

Microsoft Windows 3.0
 Microsoft Word PC-: 5.0
 Microsoft Works PC-: 1.05
 MicroTrak: 1.7e
 MiniCAD+: 2.0
 MiniWord: 6.00
 MODLER Blue: 3.05
 MODLER MBA: 3.05
 MODLER MBA: 3.05
 MODLER/MODLER 100: 3.05
 Molecular Presentation Graphics: 4.2
 MoreFonts: 1.0
 MSDedit
 MSDfonts
 Multi-Lingual Scholar: 3.2
 MultiGantt: 2.0
 MultiMate: 4.0
 MultiMate Advantage II/PEPu: 1.0
 Multiscreen
 MultiSpool ESI-2398A
 MultiSpooler (Parallel)
 NetCommander Series NOR-A-NET: 2.0
 Nota Bene: 3.0
 OBERON "SCALE" PROGRAM: 2.0
 OBERON MUSIC EDITOR: 2.0
 OfficeWriter: 6.2
 OMNISPOOLER/INFONET: B.01.00
 Open Access II Compiler
 Open Access II Network Plus
 Open Access III: 3.0
 Org Plus: 3.1
 Org Plus Advanced: 4.0
 PageBuilder: 2.0
 PageStream: 1.6
 Pathfinder-4 to 1 printer sharing
 PC Em-U-Print: 2.0c
 PC-AGE Workstation Software: 1.2
 PC-Write: 3.0
 Pen Pal: 1.0
 Pericles-Real Estate Closing Software: 3.0
 Perspective Junior
 PERTMASTER: 6.2
 PERTMASTER ADVANCE: 2.2
 Pertplotter: 1.07F
 PFS:First Choice: 3.0
 PFS:First Graphics: 1.0
 PFS:First Publisher: 2.0
 Phoenix Lotus Drivers
 Pizazz Plus: 1.2
 PlanPerfect: 3.0

PLOT88: Revision 19
 PlotTrak: 1.7b
 PlotView: 2.0
 Polaris PackRat: 2.0
 POP-N-PRINT HP: 3.05H
 PowerStation Data Analysis/Integrated
 Research Publisher: 2.0
 PowerText Formatter: 3.1
 PRESENTATION GRAPHICS: 5.0
 PrintDirector 6 & 10 & 16 family
 Printer Dolly: 1.0
 Printer Drivers for Auto CAD
 PRINTER GENIUS: 2.0
 Printer Interface III: 2.0
 Printer Optimizer: E-4.5
 Printer Pilot: 2.0
 Printer Server: 1.3
 PRINTMATIC
 PrintQ: 4.07
 Printworks for the Mac/Laser Version: 3.6
 PRO-BELT: 3.4
 Professional File: 2.0
 Professional Write: 2.2
 Project Scheduler 4: 1.5
 Promatron 3000
 Protocol Converter Buffered/Non-Buffer
 PS-Print: 2.30
 PSI-Paraverter
 Publisher's Powerpack: 1.0
 Publisher's Powerpack-First Publisher Edition: 1.1
 Publisher's Powerpack-Ventura Publisher Edition: 1.0
 R&R Relational Report Writer: 3B
 Raindrop: 2.04
 RapidFile: 1.2
 Reflex: 2.0
 ROBOX series
 Russian Support for 'Word' 5.0: 5.0
 Russian Support for WordPerfect 5.0: 3.1
 Russian Support for WordPerfect 5.1: 5.1
 SATURN-WP: 5.0
 SBT Database Accounting Library: 6.2
 Scanbase Application Program Interface API-: 1.2
 Scanbase Image Database: 1.2
 ScanCube-Parallel: REV. A
 ScanCube-Serial: REV. B
 Share-a-Laser: 2.0
 SIDEWAYS: 3.21
 Sigma-Plot: 3.10
 SITE COMP: 5.2
 SKM Power*Tools: 3.4

SLEd Signature Logo Editor-: 2.1
SlideWrite Plus: 3.10
SoftLoad: 1.0
Sprint: 1.0
SSP's PROMIS: 3
Stata: 2.05
Station Doubler
Statit: 2.0
SunWord: 5.10
Super DJ: 2.0
SuperCalc 5: 5.0
SUPERFONTS: 1.0
SuperProject Expert: 1.1
SuperProject Expert/2: 1.0
SuperSpooler II: 2.3
Sure/Fire Port Protectors: 1.0
Sure/Fire Protected Manual Switches: 1.0
SURFER: 4.0
SwitchLAN
Systematic: E2-1.7
Systemizer: E2-3.4
Systemizer Plus: E-1.7
T/MASTER: 1.75
Tango PCB: 1.06
Tango Series II: 1.03
Tempra: 2.0
TERRIFIC! Organization Chart Maker: 3.0
Textra: 6.0
The Executive Assistant
The Leed Fonts: 1.0
The Logical Connection: 3.0
The SAS System: 6.03 HP-UX
Total Word: 1.3
TURBOFONTS 512 PLUS/LASER: 3.02
TURBOFONTS Standard/Plus: 2.6
Twist & Shout: 1.09a
Versadapter: A4-1.7
viewBase: 1.0
ViewPoint/ViewPoint Graphics: 3.1
Volkswriter 4: 1.02
Volkswriter Deluxe Plus: 1.0
VP220 Safe Switch
VTEK: 4.3
WHAT IF .. ? : 2.0
WORD-11: 4.2
WordPerfect: 5.0, 5.1
WordStar: 6.0
WPS-PC Word Processing: V3.0
X-Changer
Xerox FormBase: 1.0

Xerox Graph: 1.0
Xerox Presents: 1.0
XyWrite III Plus: 3.55
ZyINDEX Features: 3.0
ZyINDEX Plus: 3.0
ZyINDEX Personal
ZyINDEX Server: 3.0

Notes

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1. The first section discusses the importance of maintaining accurate records and the role of the support team in ensuring data integrity. It highlights the need for regular backups and the use of secure communication channels.

2. The second section outlines the process for handling customer inquiries, emphasizing the importance of timely responses and the use of standardized templates to ensure consistency in communication.

3. The third section details the various tools and resources available to the support team, including the use of CRM software and the importance of staying up-to-date on product releases and updates.

4. The fourth section discusses the importance of collaboration and teamwork, highlighting the need for clear communication and the sharing of knowledge and best practices among team members.

5. The fifth section outlines the process for escalating issues and the importance of maintaining a clear chain of command. It also discusses the role of the support team in identifying and resolving recurring issues.

6. The sixth section discusses the importance of customer feedback and the role of the support team in gathering and analyzing this feedback to improve the overall customer experience.

7. The seventh section outlines the process for handling complex issues and the importance of involving senior team members when necessary. It also discusses the role of the support team in identifying and resolving recurring issues.

8. The eighth section discusses the importance of maintaining a positive attitude and the role of the support team in ensuring that all customer interactions are handled with professionalism and courtesy.

9. The ninth section outlines the process for handling difficult customers and the importance of staying calm and composed. It also discusses the role of the support team in identifying and resolving recurring issues.

10. The tenth section discusses the importance of maintaining accurate records and the role of the support team in ensuring data integrity. It highlights the need for regular backups and the use of secure communication channels.

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HEWLETT
PACKARD



C2106-60002

Reorder Number C2106-60002
HP Part Number C2106-90008
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